



# 2018 Moving to Work Plan

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APPROVED Second Submission  
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## SECTION I: INTRODUCTION AND OVERVIEW

In 2018, THA will continue to take an active role in its long-term vision for its city. THA's Board of Commissioner has stated this vision clearly:

*"THA envisions a future where everyone has an affordable, safe and nurturing home, where neighborhoods are attractive places to live, work, attend school, shop and play, and where everyone has the support they need to succeed as parents, students, wage earners and neighbors."*

THA acknowledges that such a future is not pending, or presently plausible. This makes THA's mission that much more urgent. THA's Board of Commissioners has also stated that mission clearly:

*"THA provides high quality, stable and sustainable housing and supportive services to people in need. It does this in ways that help them prosper and help our communities become safe, vibrant, prosperous, attractive and just."*

THA's Moving to Work (MTW) designation is essential to this effort. MTW status does not give THA more funding from HUD. Instead, and critically, MTW status makes the funding more flexible. It allows THA to design its programs to better serve Tacoma's community in ways that best account for Tacoma's local needs and markets as THA and its community judge them to be.

THA's vision and mission align completely with the three MTW statutory objectives:

1. Increase housing choices for low-income families
2. Give incentives to families with children where the head of household is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that help people obtain employment and become economically self-sufficient
3. Reduce cost and achieve greater cost effectiveness in federal expenditures

THA looks forward to determining effective uses of MTW authority for these purposes.

## LONG and SHORT TERM GOALS

In 2018, THA will face challenges that have been slowly approaching for a while and are now arriving with a dramatic and harmful effect on the people and City that THA serves. Two challenges stand out. **First**, Tacoma's housing market is rapidly becoming unaffordable to an increasing portion of Tacoma residents and even more out of reach for low-income families. Tacoma faces not only record high rents but also record low vacancy rates. As a result, THA's housing vouchers are not working in growing parts of the city. This happens in part because the vouchers cannot keep up with the rising rents. It also happens because landlords are able to be much choosier. Voucher households cannot compete with other households with stronger credit or rental histories. THA renters are also competing with displaced Seattle renters with higher incomes and fewer barriers. Another result is that Tacoma neighborhoods are gentrifying. The City must anticipate that in 15 years their only affordable housing will be what THA and others are able to build or buy now. The **second** challenge arises from the flat lining or decrease in federal resources for affordable housing. Combined, these challenges limit THA's ability to serve households that need housing in Tacoma.

Amid these challenges, THA is fortunate, and grateful, for its MTW flexibility. The MTW program allows THA to respond creatively to local Tacoma conditions and to make the most of THA's resources. With the agency vision and mission and HUD's MTW statutory objectives in mind, THA presents its plan for addressing these challenges in 2018.

THA's Board has chosen the agency's seven strategic objectives, each with performance measures, that will guide the agency through the coming years. These strategic objectives show on the following pages. Listed below each strategic objective are the strategies THA has chosen to fulfill the objective.

In general, these strategic choices have THA provide high quality housing and supportive services to people in need, with a focus on the neediest. THA will seek to do this in ways that also get two other things done. **First**, it seeks to help people who can work to succeed, not just as tenants but also, as THA's vision statement and strategic objectives contemplate, as "parents, students, wage earners and builders of assets". It wants their time on its housing programs to be transforming in these ways and temporary. It wants this certainly for grownups but emphatically for children because it does not wish them to need its housing when they grow up. **Second**, THA seeks to help the City of Tacoma develop and to help ensure that when the city does develop it does so equitably. It seeks this so that Tacoma becomes a place that households of all incomes, races, needs and compositions experience that, as THA's mission statement contemplates, is "safe, vibrant, prosperous, attractive, and just." The following seven strategic objectives and strategies are ambitious. THA will require all the tools within reach, including its MTW flexibility.

## **1. Housing and Supportive Services**

*THA will provide high quality housing, rental assistance and supportive services. Its supportive services will help people as tenants, parents, students, wage earners, and builders of assets who can live without assistance. It will focus this assistance to meet the greatest need.*

To meet this objective THA will:

- Strive to increase the number of households and persons receiving THA housing or rental assistance.
- Maintain an economic, racial, ethnic, language, age and differed abilities diversity that is reflective of our community.
- Provide the support and incentives necessary to help households to increase their household incomes.
- Help households get banked and build assets.
- Monitor the educational outcomes of students in our programs and provide interventions where necessary to help students succeed.
- Connect adult customers with education and employment services.
- Help households successfully exit THA's housing programs.
- Assess households on a scale of "in-crisis" to "thriving" and provide the services and referrals necessary to help households move to self-sufficiency.
- Regularly assess our service investments to ensure customers are satisfied and that the investments are offering the outcomes we hope for our customers.

## **2. Housing and Real Estate Development**

*THA will efficiently develop housing and properties that serve primarily families and individuals unable to find affordable and supporting housing they need. Its work will serve to promote the community's development. Its properties will be financially sustainable, environmentally innovative, and attractive.*

To meet this objective, THA will:

- Increase the number and type of THA units.
- Improve the quality of housing that THA owns and manages.
- Increase the life-span of the units within THA's portfolio.
- Continue to develop and rehabilitate housing that is of award-winning quality.
- Improve the cost effectiveness of THA's development function.

- Assist in the development of affordable housing by other organizations.
- Reduce the amount of THA dollars in each development and increase the amount of private and public investments.
- Develop healthy and vibrant communities as measured by their incorporation of art and the walkability to community assets such as parks, schools, grocery stores, public transit and other community amenities promoting health.

### **3. Property Management**

*THA will manage its properties so they are safe, efficient to operate, good neighbors, attractive assets to their neighborhoods and places where people want to live.*

To meet this objective, THA will:

- Lower its per unit per year operating costs.
- Increase its rent collection.
- Improve each property's cash flow.
- Maintain high quality properties.
- Schedule and complete capital repairs on a regular schedule.
- Maintain a high level of customer satisfaction as judged by customer surveys.
- Consult with customers in advance of any policy changes 100% of the time.

### **4. Financially Sustainable Operations**

*THA seeks to be more financially sustaining.*

To meet this objective, THA will:

- Achieve an agency-wide operating surplus.
- Maintain minimum and maximum restricted and unrestricted reserves.
- Achieve a 1.15 debt-service ratio.
- Increase the value of THA's land and properties.
- Increase and diversify its income.

## **5. Environmental Responsibility**

*THA will develop and operate its properties in a way that preserves and protects natural resources.*

To meet this objective, THA will:

- Develop environmentally responsible properties.
- Develop communities that incorporate creativity and healthy place making.
- Reduce energy and resource consumption.
- Reduce the use of greenhouse emitting products.

## **6. Advocacy and Public Education**

*THA will advocate for the value of THA's work and for the interests of the people it serves. It will be a resource for high quality advice, data, and information on housing, community development, and related topics. THA will do this work at the local, state and national level.*

To meet this objective, THA will:

- Strive to maintain a positive public regard for THA.
- Lend staff to serve as effective members of community advisory panels.
- Be an effective advocate for the value of its work and the people it serves.

## **7. Administration**

*THA will have excellent administrative systems. Its staff will have skills that make THA highly efficient and effective in the customer service it provides to the public and among its departments. It will provide a workplace that attracts, develops and retains motivated and talented employees.*

To meet this objective, THA will:

- Improve its operating efficiency.

- Lower its administrative costs per household served.
- Increase the number of households served per full time employee (FTE).
- Decrease the average amount spent on community service per client outcome.
- Increase its employee engagement scores.
- Decrease its staff turnover.
- Maintain positive audit results.

Embedded within these objectives and strategies are tradeoffs that are unavoidable in the face of flat funding, increasing need and tightening rental markets. For example, a dollar spent on increased rental assistance or supportive services means serving fewer households, less support for leased housing and its tenants or weaker administration and customer service. THA can feel very confident about its judgment and the tradeoffs they denote. Yet some of them, like limits on rental assistance or increases, may not be occasions to celebrate. We may not have made some of those choices if Tacoma did not face an affordable housing crisis or if THA was flush with resources to meet it. Yet THA, in consultation with our community, will make these choices with the market we face and the resources we have. Within those constraints, THA feels proud and excited about these objectives and the path they set for its work and its city. MTW flexibility makes this work adaptable and innovative and helps give meaning to each of THA's seven strategic objectives.

Here are some examples of how THA has used and plans to use its MTW flexibility in order to meet these objectives:

**Housing and Supportive Services:** THA has modified its rent structure for its Housing Opportunity Program (HOP). Its flat subsidy removes the disincentive to increase earned income. It makes it easier to administer and explain. It also lowers program costs. The savings allow THA to serve more families and to invest in supportive services that households need to succeed as "tenants, parents, students, wage earners and builders of assets."

THA has used MTW dollars and flexibility to fund its innovative Education Project. Among its initiatives is a program that has stabilized an elementary school that had ruinous transient rates among its students because of family homelessness. THA has extended this program model to house homeless community college students and their families during their enrollment as long as they make adequate academic progress toward a degree.

THA has modified its Family Self-Sufficiency program to build escrow accounts for customers as they achieve tangible, individual goals rather than through extremely complicated calculation worksheets that few people could understand and that took a lot of staff to explain and administer.

THA has also been able to invest federal dollars in non-traditional rental assistance programs that serve homeless households with children, homeless youth without families, and families who need housing to prevent or shorten their children's foster care placements.

### Plans for 2018

THA will focus on maintaining and increasing utilization on its rental assistance programs. The Tacoma rental market is changing rapidly and it is becoming increasing difficult for households to maintain their current tenancy and find new units due to rising rents and shrinking vacancy rates. THA will hire a new Landlord Liaison to assist THA's participants and landlords. THA will also consider increasing its security deposit assistance program and deploying new landlord incentive programs.

THA will expand its innovative Elementary School Housing Assistance Program to other elementary schools in Tacoma with ruinous student transient rates because of family homelessness. It will expand its College Housing Assistance Program (CHAP) from 25 rental subsidies to 150 subsidies by the end of 2018. This program will also be expanded to serve not just homeless Tacoma Community College (TCC) students but also students who begin their TCC coursework while they are in prison. When they get out of prison they come to campus to continue their studies. Many of them are also mothers reuniting with children. Their housing problems are much more challenging.

THA will continue to invest in the Pierce County homeless system for families and young adults. THA will continue its \$1.288 million investment and will expand the use of funds to include all types of housing, not just rapid rehousing.

**Real Estate Development:** THA is able to invest MTW dollars to build or buy new housing. Over the next five years, THA plans to add an average of 70 new housing units per year. This investment is important especially as Tacoma's rental market becomes less and less affordable making vouchers less and less effective. This investment also allows THA to (i) bring affordable housing to higher opportunity parts of the market that would be or are becoming unaffordable or inaccessible even with a voucher; (ii) invest in depressed parts of the market that need the investment and embolden others to invest.

### Plans for 2018

THA will partner with Community Youth Services (CYS) to develop a service-enriched campus providing homeless youth without families and homeless young adults with short and long-term housing and high quality, empowering and supportive services. These services will include professional trauma-informed case management services, independent living skills training, and job training. The campus will include the following elements:

- A Crisis Residential Center (CRC) for homeless youth aged 12 to 17 years, with 12 beds for short-term stays. The CRC offers youth a safe, supervised, and nurturing place to stay while skilled case managers work to arrange a safe place to live. This may be back with family, to relatives, to a new family, or to foster care. CYS's CRC in Olympia, WA has a 95% rate of successful discharge to a safe new residence. We anticipate that the CRC at Arlington Drive will serve 400-500 Pierce County youth every year.
- 40 to 50 units of rental housing for young adults ages 18 to 24 years, with focused support services to address their behavioral and physical health needs and to help them complete their education, get a skill, find a job and begin a meaningful adulthood.
- High quality supportive services that emphasize social community activities, diversity, equity, and social enterprise.
- A design that will be a thoughtful, lovely addition to the neighborhood, with a tree canopy.

THA will complete Hilltop Master Planning to inform THA's investments in a neighborhood that is becoming increasingly unaffordable.

Acquire and develop housing units in Tacoma's West End neighborhood near Tacoma Community College where housing has become unaffordable and unavailable to THA's voucher participants and to TCC students generally.

Redevelop THA's 1800 Block of the property formerly known as Hillside Terrace. This is the third phase of the new Bay Terrace development and will hold up to 80 units developed with low income housing tax credits and other financing sources.

Develop Hilltop Lofts. This property will have up to 60 units of workforce housing, developed with low income housing tax credits.

Acquire existing housing in the market to preserve affordable housing to households earning up to 805 of the area median income (AMI).

**Property Management:** THA has used MTW dollars to maintain its public housing portfolio. This investment is also critical. That portfolio is valuable. It serves THA's neediest households, including those who would not do well in the private rental market even with a voucher,

such as disabled persons, seniors, households coming from trauma and those who do not speak English. THA and its talented and multi-lingual staff are very good landlords to such tenants. This use of MTW dollars is also how THA can bring investments to neighborhoods that need it and to spur their development in ways that benefit all their residents.

#### **Plans for 2018**

THA will complete its portfolio-wide Rental Assistance Demonstration (RAD) conversion by converting the Salishan and Hillside Terrace portfolios to RAD financing.

THA will embark on life after its RAD conversion at THA's remaining properties. This life will include streamlining the processes to meet various funder and investor requirements and providing high quality supportive services to our tenants.

**Financially Sustainable Operations:** The addition of affordable housing units to the portfolio will increase the agency assets. It will also add new income streams to the agency.

#### **Plans for 2018**

THA will complete its portfolio-wide Rental Assistance Demonstration (RAD) conversion by converting the Salishan and Hillside Terrace portfolios to RAD financing.

With the acquisition of additional units in Tacoma's West End, THA will have additional unsubsidized rental income to help offset the cost of operations.

**Environmental Responsibility:** THA achieved Certified LEED Gold in the Bay Terrace Phase I development that we developed using MTW dollars.

#### **Plans for 2018**

THA will deploy a document imaging/management program to allow THA to begin moving to paperless operations.

**Advocacy:** MTW has allowed THA to develop and test new ideas using its federal flexibility. These programs have added value to the Tacoma community and benefitted the customers we serve. We have been able to share these experiences with a wide national audience.

### **Plans for 2018**

THA will partner with Forterra and University of Washington-Tacoma to renew the advocacy effort with the city council for effective affordable housing policies. These policies include: (i) a local housing trust fund, (ii) inclusionary and incentive zoning to require in some cases and entice in others the inclusion of affordable housing in a market rate development. (iii) a contingent loan program to lower borrowing costs for affordable housing development.

THA continues to be available as a source of data and advice to city, county, state and national policy makers on housing, community development and related topics.

Staff will continue to present at local and national conferences about its work and the benefits of MTW.

**Administration:** THA has greatly simplified how it verifies household income and assets for the purpose of calculating rent.

### **Plans for 2018**

THA will deploy continue to deploy a new, self-developed software system on the Salesforce platform to manage the bulk of THA operations. This system should make program administration, data monitoring and reporting, staff onboarding, and tenant/public communication easier and more streamlined. Getting this done will continue to be an operational preoccupation at THA. If we succeed as we expect, we can offer the software applications to other housing authorities. If it all goes bust, you will read about us in the newspaper.

THA will continue to look for innovative ways to best leverage its MTW designation in order to meet these objectives. THA's efforts could inform policy choices of other Public Housing Authorities unable to participate in the MTW demonstration.

Throughout all this work THA seeks to use the best data and research available. It builds evaluation into its program design. For these purposes, THA has joined with three other neighboring MTW agencies - Seattle Housing Authority, King County Housing Authority, and Home Forward (Portland) – to contract for research and evaluation services from the Urban Institute. THA will also work with other local and national organizations to support this work. THA notes that evaluation is very expensive.



## **SECTION II: GENERAL THA OPERATING INFORMATION**

### A. Housing Stock Information

AMP Name and Number	Planned New Public Housing to be Added During the Fiscal Year								
	Bedroom Size		Total Units	Population Type	# of UFAS Units				
	0	1	2	3	4	5	6+	Fully Accessible	Adaptable
N/A	0	0	0	0	0	0	0	0	0
N/A	0	0	0	0	0	0	0	0	0
N/a	0	0	0	0	0	0	0	0	0

Total Public Housing Units to be Added	0
----------------------------------------	---

\* Select Population Type from: Elderly, Disabled, General, Elderly/Disabled, Other

If Other, please describe: Description of “other” population type served.

Planned Public Housing Units to be Removed During the Fiscal Year		
PIC Dev. # /AMP and PIC Dev. Name	Number of Units to be Removed	Explanation for Removal
Salishan One, WA005000010	55	Rental Assistance Demonstration
Salishan Two, WA005000011	55	Rental Assistance Demonstration
Salishan Three, WA005000012	45	Rental Assistance Demonstration
Salishan Four, WA005000013	45	Rental Assistance Demonstration
Salishan Five, WA005000014	45	Rental Assistance Demonstration
Salishan Six, WA005000015	45	Rental Assistance Demonstration
Hillside One, WA005000007	21	Rental Assistance Demonstration
Hillside One, WA005000008	12	Rental Assistance Demonstration
Hillside One, WA005000009	4	Rental Assistance Demonstration
Scattered Sites, WA005000006	12	Disposition

Total Number of Units to be Removed	339
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New Housing Choice Vouchers to be Project-Based During the Fiscal Year		
Property Name	Anticipated Number of New Vouchers to be Project-Based*	Description of Project
Unknown	42	THA's New Look apartments will be converting from PBV to PBRA in 2017. When those vouchers return to the agency THA plans to issue an RFP to add those PBV units to existing projects in Tacoma
Harborview Manor	22	THA has an existing PBV contract at Harborview Manor. THA will increase this contract by 22 units.
RAD Converted Units	327	N/A
N/A	0	N/A

Anticipated Total New Voucher to be Project-Based	391	Anticipated Total Number of Project-Based Vouchers Committed at the End of the Fiscal Year	1546
		Anticipated Total Number of Project-Based Vouchers Leased Up or Issued to a Potential Tenant at the End of the Fiscal Year	18,552

\*New refers to tenant-based vouchers that are being project-based for the first time. The count should only include agreements in which a HAP agreement will be in place by the end of the year.

<b>Other Changes to the Housing Stock Anticipated During the Fiscal Year</b>	
	<b>THA is in the process of replacing 42 Project Based Vouchers (PBV) at the New Look apartment building with Project Based Rental Assistance (PBRA). The transfer of PBRA subsidy from a property recently dispositioned by THA to the New Look is currently under HUD review. Once approved, THA will utilize the New Look PBVs to subsidize another development(s).</b>
	<b>THA will complete its RAD conversion at Salishan and Hillside Terrace. This will complete THA's portfolio-wide RAD conversion.</b>
	<b>THA will redevelop its 1800 block of the property formerly known as Hillside Terrace. This is the third phase of the new Bay Terrace development and will hold up to 80 units developed with low income housing tax credits and other financing sources.</b>
	<b>THA will develop Hilltop Lofts. This property will have up to 60 units of workforce housing, developed with low income housing tax credits.</b>
	<b>THA will acquire existing housing in the market to preserve affordable housing to households earning up to 80% of the area median income (AMI).</b>
	<b>THA began disposing of 34 PH single family scattered site units in 2016 through Section 32. Currently there are 20 scattered sites sold and released that should be removed from PIC. There are 15 units remaining in the portfolio that have not yet sold.</b>
	<b>We anticipate 12 units to sell within the first half of 2018, that represents 72 unit months (12 units @ 6 months). However, all of these units are vacant because they require rehab before being sold, and there will not be any households living in these units in 2018.</b>
	<b>2 units are currently occupied, that represents 24 unit months (2 units @ 12 months).</b>
	<b>1 will remain occupied because it is being rented by a local nonprofit.</b>

Examples of the types of other changes can include but are not limited to units that are held off-line due to the relocation of residents, units that are off-line due to substantial rehabilitation and potential plans for acquiring units.

**General Description of All Planned Capital Fund Expenditures During the Plan Year**

THA plans to complete the RAD conversions for its remaining properties. Under this conversion, THA would use CFP funds for HAP payments until January 2019. These funds would also be used to fund replacement reserve at RAD-approved levels, if needed.

Should the RAD conversion not occur in 2018, THA will transfer CFP funds to operations and use it as part of single-fund flexibility.

## B. Leasing Information

Planned Number of Households Served at the End of the Fiscal Year		
MTW Households to be Served Through:	Planned Number of Households to be Served*	Planned Number of Unit Months Occupied/Leased***
Federal MTW Public Housing Units to be Leased	342	2070
Federal MTW Voucher (HCV) Units to be Utilized	4,200	50,400
Number of Units to be Occupied/Leased through Local, Non-Traditional, MTW Funded, Property-Based Assistance Programs **	44	528
Number of Units to be Occupied/Leased through Local, Non-Traditional, MTW Funded, Tenant-Based Assistance Programs **	70	840
<b>Total Projected Households to be Served</b>	<b>4,641</b>	<b>53,838</b>

\* Calculated by dividing the planned number of unit months occupied/leased by 12.

\*\* In instances when a local, non-traditional program provides a certain subsidy level but does not specify a number of units/households to be served, the PHA should estimate the number of households to be served.

\*\*\*Unit Months Occupied/Leased is the total number of months the PHA has leased/occupied units, according to unit category during the fiscal year.

### Reporting Compliance with Statutory MTW Requirements

If the PHA has been out of compliance with any of the required statutory MTW requirements listed in Section II(C) of the Standard MTW Agreement, the PHA will provide a narrative discussion and a plan as to how it will return to compliance. If the PHA is currently in compliance, no discussion or reporting is necessary.

**THA is currently in compliance with the three statutory MTW requirements.**

<b>Description of any Anticipated Issues Related to Leasing of Public Housing, Housing Choice Vouchers and/or Local, Non-Traditional Units and Possible Solutions</b>	
<b>Housing Program</b>	<b>Description of Anticipated Leasing Issues and Possible Solutions</b>
Housing Choice Voucher (including HOP and PBVs)	THA's conversion of its public housing to project based vouchers through RAD may require THA to offer exit vouchers to households affected by the conversion. This may cause delays in pulling households from THA's HOP wait list. It may also cause delays in leasing the project based voucher units as households transition from THA low income housing to tenant based assistance.
Housing Choice Voucher (including HOP)	THA's rental market continues to tighten. With rising costs, lowering vacancy rates and stagnant federal funding we anticipate it will not be possible to continue serving the same number of households.
Local, Non Traditional Program	THA currently invests in two local non-traditional housing programs that are administered through Pierce County. The county is responsible for allocating THA's investment to local rapid rehousing providers. Depending on the capacity of county and local providers to utilize and allocate these funds, there may be issues related to fully utilizing the allocated amount. THA will work closely with Pierce County to monitor the contract amount and the number of households served and will plan accordingly for unused funds.
N/A	N/A

### C. Wait List Information

Wait List information Projected for the Beginning of the Fiscal Year				
Housing Program(s)*	Wait List Type**	Number of Households on Wait List	Wait List Open, Partially Open or Closed***	Are There Plans to Open the Wait List During the Fiscal Year
Low Income Housing (THA RAD Units and non-RAD PBVs)	Site-Based	6704	Closed	No
Housing Opportunity Program (Federal MTW Housing Choice Voucher Program)	Community-Wide	0	Closed	Yes
Nativity House (Federal MTW Housing Choice Voucher Program)	Program Specific	50	Open	Yes
College Housing Assistance Program (Federal MTW Housing Choice Voucher Program)	Program Specific	0	Closed	Yes
Rapid Rehousing – Families (Tenant-Based Local, Non-Traditional MTW Housing Assistance Program)	Community-Wide	169	Open	Yes
Rapid Rehousing – Youth and Young Adults (Tenant-Based Local, Non-Traditional MTW Housing Assistance Program)	Community-Wide	51	Open	Yes
Bay Terrace (non-PH, non-PBV units, non-traditional MTW housing units)	NA	NA	NA	NA

\* Select Housing Program: Federal MTW Public Housing Units; Federal MTW Housing Choice Voucher Program; Federal non-MTW Housing Choice Voucher Units; Tenant-Based Local, Non-Traditional MTW Housing Assistance Program; Project-Based Local, Non-Traditional MTW Housing Assistance Program; and Combined Tenant-Based and Project-Based Local, Non-Traditional MTW Housing Assistance Program.

\*\* Select Wait List Types: Community-Wide, Site-Based, Merged (Combined Public Housing or Voucher Wait List), Program Specific (Limited by HUD or Local PHA Rules to Certain Categories of Households which are Described in the Rules for Program Participation), None (If the Program is a New Wait List, Not an Existing Wait List), or Other (Please Provide a Brief Description of this Wait List Type).

\*\*\* For Partially Open Wait Lists, provide a description of the populations for which the waiting list is open.

N/A
N/A
N/A

**If Local, Non-Traditional Housing Program, please describe:**

Rapid Rehousing – Families is a Tenant-Based Local, Non-Traditional Housing Assistance Program operated in conjunction with Pierce County. It serves homeless or near homeless households with children in Tacoma and Pierce County.
Rapid Rehousing – Youth is a Tenant-Based Local, Non-Traditional Housing Assistance Program operated in conjunction with Pierce County. It serves homeless or near homeless youth and young adults in Tacoma and Pierce County.
Bay Terrace contains non-PH, non-PBV units, non-traditional, MTW funded tax credit units. Applicants apply as units become available and are housed on a first-come first-serve basis.

**If Other Wait List Type, please describe:**

N/A
N/A
N/A

**If there are any changes to the organizational structure of the wait list or policy changes regarding the wait list, provide a narrative detailing these changes.**

THA is considering the following changes to its waitlist: (1) THA may limit the number of units a housing applicant can turn down without good cause before being removed from all THA site based waitlists. (2) THA is considering making changes to its income targeting policies. THA might begin targeting higher income households in its subsidized tax credit units where units are set aside for 40-60% AMI households. (3) THA is considering eliminating our site based waitlists and allowing for referrals from other housing programs into vacancies and/or marketing units as vacancies occur.(4) THA is considering changes to how it selects households for subsidized tax credit units set aside for homeless households. THA may accept referrals from a local service provider that specializes in service homeless households for these units. (5) THA is considering updating its waitlist management practices to require households to regularly check in and confirm their interest on remaining on the waiting list. (6) THA is considering opening and closing its wait lists based on the number of vacancies projected for two years in order to serve households within two years from the date of application. (7) THA is considering combining its portfolio and Housing Opportunity Program (HOP) waiting lists so households can be served with the first available housing. THA uses the term “portfolio” to refer to properties it owns and/or manages. In December 2017, following a 30 day comment period, THA’s Board approved changes to combine all its waiting lists for THA’s main housing programs. THA has exhausted its waiting list for its rental assistance program called Housing Opportunity Program (HOP). At the same time, thousands of people remain on the waiting list to rent an apartment in one of THA’s properties. These properties are either public housing or have project-based vouchers. Under this change, THA will not reopen its HOP waiting list. Instead, it will give the applicants from its property lists a chance to get HOP rental assistance. They would also stay on the combined waiting list for an apartment. This means THA will use a single waiting list for the following programs: HOP, THA-administered project based vouchers (PBV), and public housing (PH) programs. HUD regulations allow this: 24 CFR § 982.205. Currently, THA maintains a separate waitlist for each property it manages. In addition, it maintains a waitlist for applicants interested in our Housing Opportunity Program (HOP). THA will combine all of these lists. This would benefit people on the property list by also offering them a HOP rental assistance voucher. The consolidation will not change any applicants’ relative position on the waitlist. They would still be eligible for the same THA properties they originally signed up for. We hope, and expect, that some families will like this alternate assistance option. If they do, it will create vacancies on the list allowing everyone to move up faster. THA will not remove an application from the waiting list if the family chooses not to accept a HOP subsidy but wants to keep waiting for an apartment, or vice versa. However, we would remove the applicant if they accept the HOP subsidy, or if they choose one of our properties to move into. That way the list would keep moving, giving

**the applicants behind them a chance to become assisted sooner. We are not proposing any changes to our unit turn down policy at this time. Under that policy, applicants have one chance to reject an offered apartment. If they do that, they will get only one more offer of an apartment. If they reject that offer, they will not get another. In that event, they may still remain on the list for a HOP voucher.**

## **SECTION III: PROPOSED MTW ACTIVITIES**

*THA HAS NO NEW ACTIVITIES TO PROPOSE FOR 2018.*

## **SECTION IV: APPROVED MTW ACTIVITIES**

#### **A. Implemented Activities:**

**1. Extend allowable tenant absences from unit for active duty soldiers:** THA proposed and implemented this activity in 2011. THA modified its policy for terminating households who were absent from their unit for more than 180 days. Modifying the policy was necessary to account for households with adults called to active duty from retirement, from the reserves, or national guards. THA's programs have a number of reserve or guard military families because of close proximity to Fort Lewis, one of the nation's largest military bases. Due to the war in the Middle East, more of these reserve or guard members have been called to active duty. Active duty may force a household to be absent from their assisted unit for more than 180 days the normal rules allow, leaving them without housing assistance when the service member returns home. Although the question of having to terminate such a household of service men and women arose only a few times during the war and although THA managed to avoid such terminations with an artful understandings of the rules, even the prospect of terminating these households is too unsettling even to risk. This activity allowed THA to make the following policy revisions:

- Allow a previously assisted household returning from deployment to request reinstatement within 90 days from the date they return from deployment.

**Status Update:** THA has not needed to exercise this flexibility since 2010 but, since Tacoma is home to one the nation's largest military bases, THA wants to be ready if this issue arises again.

**Modifications to the activity during the plan year:** THA does not anticipate any changes to this activity during the Plan year.

**Modifications to baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

## **2. Tacoma Public Schools Housing Assistance Program (formerly McCarver Elementary Housing Assistance Program)**

**Assistance Program:** This activity was proposed and implemented in the 2011 MTW Plan. THA used the flexibility provided under Moving to Work status to pilot an innovative rental assistance program in partnership with Tacoma Public Schools. The rental assistance program is designed to assist families at McCarver Elementary School and to help transform the school. Among its many challenges, McCarver Elementary had a very high student turnover rate. For the 2007- 2008 school year, the school's student population had a turnover rate of 121%; in prior years, the turnover rate was as high as 179%. This population is transient because of family homelessness, a high poverty level in the school (96%), and the attendant housing insecurity. McCarver has more homeless students than any other elementary schools in Tacoma, the region and possibly the state.

THA used its MTW authority to provide rental assistance for eligible students and their families at McCarver for the duration of their enrollment at the school. THA began by serving 50 families with a plan to assess the results on stability and educational outcomes. THA believes that increased housing stability will show in better school performance.

The initiative has five elements: (i) the rental assistance to homeless families with children enrolled at McCarver. The assistance lasts for as long as the children remain at McCarver, with a maximum five years; (ii) parental commitment to keep their children enrolled at McCarver, support their children's education by getting them to school on time every day, reading to them, making time and space for homework, attending every student-parent-teacher conference and PTA meetings, and investing in the parents' own education and employment prospects; (iii) close case worker support from THA to help the parents fulfill these commitments; (iv) an investment in the school by the Tacoma Public School District to make the school worthy of the commitment we ask the parents to make. In particular, the School district has invested the considerable funds and effort to make McCarver an International Baccalaureate Primary Years Program that raises student and faculty standards for the entire school; (v) third party evaluation tracking an array of metrics (paid for by the Bill & Melinda Gates Foundation.)

Throughout their participation in the project, a family's compliance with program requirements are monitored by a case worker assigned to them. If a family has difficulty meeting the requirements, the case worker provides additional support. Should THA determine the family to be unable or unwilling to comply with the requirements, THA can terminate their participation.

**Other Metrics:** Other metrics beyond those HUD asks us to track are at the core of the initiative. McCarver Elementary's annual transiency rate declined between 15%-30% throughout Year 1 and Year 5 of the program. School attendance improved, with 92% of cohort students not missing more than one day of school per month by Year 5

**Status Update:** In our 2016 plan we reported that based upon encouraging program metrics THA and Tacoma Public Schools (TPS) had made two decisions. First, starting in September 2015 they will turn the program at McCarver from a pilot to a regular offering of the school. Second, starting in September 2018, they will begin its expansion to other elementary schools in Tacoma experiencing challenging student transient rates because of family homelessness. Planning for this expansion however, is still underway.

THA and TPS are in the process of reviewing the design details of the program, including the rent structure. It has become evident that the rent structure is not serving all families well. In year four, when families were expected to pay 60% of the market value rent, a majority were unable to make the required payments. They have received hardship exceptions allowing them to pay much less. In the interim while THA reviews the issue, THA has changed the rent structure for all participant families to an income based model already in use at THA. This would have household rent calculations set on THA's current rent reform model of the traditional Section 8 program. This means that household rent will be based on 28.5% of the household income.

In addition to the program rent structure THA and TPS engaged with internal staff to seek program recommendations for changes that can be applied during the 2017-2018 school year to better assist families in need. The interim changes proposed concern expansion of program eligibility, definition of homelessness, and general program access and procedures. These proposals are currently undergoing public review and comment.

In July 2017, families who belonged to the initial program's cohort 1 reached the end of their program term limits. Families were given notices 12 months in advance of their final rental assistance payment and program caseworkers worked with families reaching the end of their terms to establish a 60 and 30 day housing and financial plan to better prepare them once they transitioned off the program.

**Modifications to the activity during the plan year:** The program has not yet expanded to any additional elementary schools within Tacoma Public School District. THA is in the process of evaluating and redesigning the program. We anticipate a program expansion by the start of the 2018 school year. The scope of the expansion will allow up to 150 vouchers to be allocated to homeless families in the Tacoma School District. This program currently impacts 7 different elementary schools in the district, and depending on the redesign process that is currently taking place during the winter of 2017 and spring of 2018, the program may impact additional schools and grade levels by fall 2018.

At this time, THA is removing the requirement that families remain enrolled in McCarver Elementary School. Based on Tacoma's rental market, families are leasing farther and farther away from McCarver and transporting their children to school is becoming burdensome. In order to make it easier for families to connect with their local communities and schools and get their children to school on-time, regularly, THA is now allowing students to enroll in their neighborhood schools.

**Modifications to baselines or benchmarks during the plan year:** Depending on the number of households receiving assistance through the program expansion, THA may reset the benchmarks to appropriately reflect those numbers.

**Additional Authorizations:** THA does not anticipate needing additional authorizations for this activity during the Plan year.

**3. Local Project Based Voucher Program:** THA proposed this activity in 2011. THA implemented parts of the program in 2011, and to date, it has implemented most of the activity except that THA has not yet exceeded the cap on PBVs in its own developments. This program introduced several changes to the way THA will operate the project based voucher program. They are as follows:

- THA removed the cap on project based vouchers for its own developments. That will allow THA to finance more developments in the future.
- THA waived the mobility option that allows PBV tenants to automatically receive a tenant-based voucher after one year of occupancy.
- THA established a reasonable competitive process and contract terms, including the length of the contract, for project-basing HCV assistance at units owned by for-profit or non-profit entities. Units must meet existing HQS or any standard developed by THA and approved by HUD pursuant to the requirements of this Restated Agreement.
- THA began conducting Housing Quality Standards (HQS) inspections on units it owns or has interest in.

The changes have allowed THA to streamline many parts of the project based program that were inefficient or unfair to those on the waitlist.

**Status Update:** Traditionally, HUD mandates that PHAs not spend more than twenty (20) percent of their Annual Budget Authority (ABA) toward Project Based Vouchers. THA received permission through MTW to go above this threshold toward PBVs in projects owned and operated by the agency. THA will maintain the cap in projects not owned or operated by the agency. Below are the percentages of THA's ABA toward both types of PBV subsidy:

PBVs in THA Properties\*(826 units): 19%

PBVs in THA Partner Properties (335 units): 8%

Together, THA spends roughly twenty-seven (27) percent of its ABA towards PBVs.

\*RAD PBVs are not factored into this calculation as they do not count against the cap.

**Modifications to the activity during the plan year:**

THA is modifying the activity to allow the following:

- Waive the per project cap on a case-by-case basis for projects, including those not owned by THA; and
- Allow individual project owners to manage their own waiting lists.

**Modifications to baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**4. Allow transfers between public housing and voucher waitlists:** This activity was proposed and implemented in 2011. THA created transfers to make it easier for families to move to a unit that better meets their needs. The policy combines the public housing transfer list and the list of HCV movers who are having difficulties finding a unit that meets their needs on the private rental market. Households on the public housing transfer list can be issued a voucher if there are no units that meet their needs. Voucher holders may be transferred into a public housing unit if they cannot find a unit on the market that meets their needs.

**Status Update:** The activity has made it easier for reasonable accommodation clients to find units that meet their needs. THA is continuing to look into ways to help clients on our transfer list find units that better meet their needs. Thirty-one (31) households transferred between public housing and voucher waitlists in 2016.

**Modifications to the activity during the plan year:** THA anticipates that this activity will be closed out after the agency's public housing portfolio has been converted to RAD.

**Modifications to baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**5. Local Policies for Fixed Income Households:** THA proposed and implemented this activity in 2012. THA used local policies to implement rent reform for fixed income households in 2012. This plan applies to households in which all adult members are either elderly or disabled and at least 90% of total household income comes from a fixed source such as social security, SSI, or pension. These households are subject to the following rent policy:

- Eliminate elderly/disabled deduction;
- Eliminate dependent deduction;
- Eliminate medical deductions below \$2500 and implement bands
- Implement 28.5% TTP to help offset the elimination in the elderly/disabled deduction and simplification of medical expense allowances.
- Implement a tiered rent model based on adjusted income bands.
- Implement local verification policies as outlined in Activity 7.
- Implement minimum rent of \$25 (and therefore eliminate utility allowance reimbursements)

**Status Update:** The above rent policy allows THA to streamline the process of rent calculations and annual reviews. THA is not running off year reviews. THA has made changes to forms and documents in order to administer the rent reform program successfully. The activity has allowed THA to save staff time because the reviews per year have been cut by over 50% for the activity population. THA is doing triennial reviews for this population. As a result, THA sees roughly \$9,000 in agency cost savings and 455 hours in staff time savings.

**Modifications to the activity during the plan year:** HUD has approved biennial and triennial reviews for any PHA to implement, not just MTW agencies. Since biennial and triennial reviews no longer require MTW flexibility.,

**Modifications to baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**6. Local Policies for Work-Able Households:** This activity was proposed and implemented in 2012. Local policies for work-able households are very similar to the fixed income activity with minor differences. THA used this activity to implement rent reform for work-able households. Under this plan work-able households are subject to the following rent policy:

- Complete recertification reviews once every 2 years instead of every year (biennial recertifications) with no “off-year” COLA-related rent adjustments unless interim is triggered.
- Eliminate dependent deduction.
- Eliminate medical deductions below \$2500 and implement bands.
- Implement 28.5% TTP to help offset the dependent deduction.
- Implement a tiered rent model based on adjusted income bands.
- Implement local verification policies as outlined in Activity 7.
- Implement minimum rent of \$75 (and therefore eliminate utility allowance reimbursements).

**Status Update:** This above rent policy allows THA to streamline the process of rent calculations and annual reviews. THA is not running off year reviews. THA has made changes to forms and documents in order to administer the rent reform program successfully. THA continues to see staff time and cost savings because of the biennial review schedule. As a result, THA sees roughly \$28,000 in agency cost savings and 1,225 hours in staff time savings. Household earned income for this population has also risen from an average of \$12,372 in 2011 to \$17,569 in 2016. Also in 2016, 495 households had at least one member employed full time and 472 households had at least one member employed part time.

**Modifications to the activity during the plan year:** As noted above, biennial and triennial reviews no longer require MTW flexibility.

**Modifications to the baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

## **7. Local Income and Asset Verification Policy:** THA proposed and implemented this activity in 2011. THA implemented the following policies:

- Allow tenants to self-certify assets valued at less than \$25,000.
- Disregard income from assets valued at less than \$25,000.
- Eliminate earned income disallowance (EID).
- Exclude resident stipends up to \$500.
- Accept hand-carried third party verifications and increase number of days verifications are valid up to 180 days.
- Extend the authorization of the HUD 9886 form.
- Accept hand carried verifications.

These changes allowed THA to further streamline inefficient processes and save both staff time while reducing the burden on clients to provide information that made little difference in rent calculation.

**Status Update:** The activity has been successful and THA has seen 100% time and cost savings most years by no longer having to verify income in the stated cases.

**Modifications to the activity during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Modifications to the baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**8. Local Interim Policy:** THA proposed and implemented this activity in 2011 to streamline the interim review process. THA limited the number of interims a household can have over a period of time. Households also have to meet a 20% threshold before an interim will be processed.

**Status Update:** THA has found some of the rules of the program are hurting efficiency and are burdensome on residents. Since 2013, THA has not required an interim recertification for income increases if a household has had an interim decrease in between recertifications. THA will keep the 20% rule because it has been the major factor in the reduction of interims processed. THA will no longer require the residents to prove that a job loss will last longer than 90 days before processing a qualifying interim. This requirement has been both an administrative burden and a burden on clients trying to process an interim decrease.

**Modifications to the activity during the plan year:** Using MTW flexibility, THA has limited the instances in which interim rent increases and reductions are processed. In order for THA to process a rent decrease, the household must experience a twenty (20) percent decrease in income. As an incentive for households to increase their earned income, THA does not process interim increases in income.

**Modifications to the baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**11. Local Utility Allowance Schedule:** THA proposed and implemented this activity in 2011. This activity streamlined the utility allowance credit given to housing choice voucher and public housing clients. Utility allowances varied by building type, bedroom size, and type of fuel/energy used. These variables resulted in numerous possible utility allowance combinations that are difficult to explain to property owners and clients, and often result in methodological misunderstandings. In addition, HUD determined that incorrectly calculated utility allowances are one of the most common rent calculation errors in the country.

The Housing Authority has calculated the average utility allowance currently provided to housing choice voucher and public housing program participants, and revised allowances. The revision provides each household responsible for tenant supplied utilities with the average allowance based upon unit bedroom size. Households have a more simplified explanation of utility allowance benefits and the Housing Authority staff now selects an allowance based only on unit size instead of determining individual allowances for every unit leased.

**Status Update:** THA continues to see staff time saved each year because of this activity. In 2016, THA saved roughly 60 hours on utility allowance calculations. **Modifications to the activity during the plan year:** THA does not anticipate any changes to this activity during the Plan year.

**Modifications to the baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**12. Local Policy on Port Outs:** THA proposed and implemented this activity in 2012. THA put limits on outgoing portability except for households that need to move out of the jurisdiction due to reasonable accommodation, employment, situations covered underneath the Violence Against Women Act (VAWA), and education. THA also allows a family to port-out if the receiving housing authority absorbs the voucher. The policy intends to cut back on the number of invaluable housing dollars leaving Tacoma and to cut back on the burden of administrating port outs while preserving portability in enumerated cases where it would advance important program goals.

**Status Update:** THA has not made any changes to the activity. The activity has been successful in reducing the total number of port outs each year. In 2016, 152 households ported out of THA's jurisdiction. This is a decrease of 173 households from the baseline of 325 households prior to implementation of this activity in 2011.

**Modifications to the activity during the plan year:** THA is considering changes to the Housing Choice Voucher program portability policies. Current MTW flexibility allows THA to limit the reasons a household may port out of THA's jurisdiction. For example, households are eligible to port out of THA's jurisdiction if the head of household or spouse has secured part time employment or part time enrollment in a college/university/trade school that is more than 35 miles away. The region THA serves is growing rapidly meaning that commuting times are worsening and people have to travel longer to get to work and/or school. THA may consider lessening or eliminating the mileage restriction from this policy.

**Modifications to the baselines and benchmarks during the plan year:** THA does not anticipate any changes to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**15. Regional Approach for Special Purpose Housing:** THA proposed this activity in 2012 and implemented it in 2013. Under this activity THA has used the competitive funding process established by the local government jurisdiction (Pierce County Consortium) to award THA funds/resources for sponsor based housing. THA has committed MTW dollars to be awarded through the locally established funding cycle. This allows THA to “pool” resources with the local jurisdiction to meet the local needs as prioritized through city and or county planning processes. The pooling of resources has allowed THA to serve homeless and “at risk” of being homeless adults, unaccompanied youth and young adults, and families in the Tacoma/Pierce County area. Without the ability to operate these Local Non-Traditional programs, THA would not be able to serve these households when they need housing assistance the most. THA is using this activity to fund an unaccompanied youth housing program and to add funds to the rapid rehousing program supporting households with children for the area.

**Status Update:** THA has successfully continued serving households through this activity in 2016. In early 2016, THA and its partner amended the family service contract to allow for the county to use funds towards program operations and supportive services as long as fifty-six (56) percent of the contract funds are used to provide rental assistance. The family service contract increased to one million dollars in 2017. In 2017, THA revised the contract with its partner to reduce spending on supportive services in the family contract so that seventy-five (75) percent of contract funds are used to provide rental assistance. Twenty-five (25) percent may be used on supportive services necessary to stabilize homeless families with children. The contract revision allows THA to reevaluate the contracts on an annual basis in response to the demonstrated need based on the prior year's spending.

In 2016, THA designated one (1) of its Public Housing scattered units to provide shelter to homeless and unaccompanied youth in Tacoma and Pierce County. THA does this through a partnership with Community Youth Services (CYS) through a state licensed Crisis Residential Center for youth aged 12-17 years. the Crisis Residential Center falls within a current approved disposition plan and will be reoccupied. The unit will remain in its current disposition approved status in PIC. THA will continue to adhere to the disposition timeframe for which the unit was approved.

The use of this unit as shelter for the aforementioned purpose addresses a growing population in Pierce County of homeless, unaccompanied youth. This unit offers a temporary solution. THA is also seeking a long term, permanent solution through its collaborative partnership with CYS, Amara, the City of Tacoma and Pierce County to build, maintain and operate a Crisis Residential

Center and housing on THA's Arlington Drive, a remaining unused parcel in THA's Salishan community, and on THA's Hillsdale Heights property foster homes and an Emergency Sanctuary.

**Modifications to the activity during the plan year:** THA does not anticipate any changes to this activity during the Plan year.

**Modifications to the baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**16. Creation and Preservation of Affordable Housing:** This activity was proposed in 2012 and implemented in 2012. This initiative allows THA to use its MTW funds to provide low-income families the opportunity to reside in safe, decent, and sanitary housing while paying affordable rents. The affordable housing units may be any bedroom size and will be located within the City of Tacoma. They may be acquired or created by THA to be rented to families at or below 80% AMI. THA intends to allow eligible low-income families to reside in the units, including those that may be receiving Section 8 rental assistance. This activity falls under PIH Notice 2011-45. The broader uses of funds authority under MTW makes this initiative possible as HCV funds can be used to serve a greater number of families residing within the City of Tacoma. These units may house both families who are MTW Housing Choice Voucher participants and families who are not currently receiving other types of rental assistance.

**Status Update:** This MTW activity allowed THA to activate its broader uses of funds ability so the agency could spend MTW dollars on the construction and acquisition of affordable housing units. This activity was used in 2012 to help with the development of Bay Terrace, formerly Hillside Terrace. Phase I came online in 2014. Phase II for Bay Terrace was completed in 2017 and is currently leasing... The new Bay Terrace units completed under this activity are a mix of project based units and affordable units that do not have a subsidy attached. THA will use unrestricted funds to fill any funding gaps in the affordable units that will be in the project.

The development provides 74 newly constructed units comprised of thirty (30) 1BR, twenty-nine (29) 2BR and fifteen (15) 3BR units serving households with annual incomes between 30% and 60% of AMI. Rents for all of the units at 40% of median income or below will be subsidized with Project Based subsidies provided by THA; the remaining twenty-two (22) units will be unsubsidized tax credit units.

In 2018, THA may use this flexibility to preserve units through the RAD conversion.

THA plans to use MTW dollars to pursue the following projects are in THA's Real Estate Development pipeline:

#### *Hilltop Lofts Development*

This new development located in the Hilltop neighborhood of Downtown Tacoma and is planned for a 2019 construction completion date. This site at the corner of Martin Luther King Way and Brazill Street is located in the very center of the rapidly changing area. With its close proximity to downtown and the hospitals, its many current and future mass transit options, and the neighborhood's colorful history as an artist community, a multi-family mixed use building would serve as a catalyst for growth and development of Hilltop. It will

also help this gentrifying area remain affordable to lower income households. The Hilltop Lofts Development is a part of THA's development pipeline and the unit mix has not yet been established.

The objective for this site is to provide a 4-story building with a mix of retail and live/work units on the ground floor and workforce housing (60% of adjusted median income in Tacoma) on the three floors above. The residential portion will consist of a 32- 40 units with a mix of 1 and 2 bedroom units and shared indoor and outdoor amenity spaces for residents. THA acquired an adjacent property for the potential to increase the number of affordable housing units. ***This would all be part of the Housing Hilltop plan.*** Financing would be a combination of THA, local, state and tax credits program sources.

#### *The 1800 Hillside Terrace*

THA will complete the third phase of Hillside Terrace redevelopment plan. Phase III will continue the theme of a strategic investment in the Hilltop neighborhood through the production of high quality, well designed multifamily units that integrates into the neighborhood, takes advantage of public transit and ensures that affordable rental housing will be available in the neighborhood for years to come. Phase III will provide an additional 70 rental housing units in a mixed-income setting. The unit mix will consist of 1 and 2 bedroom homes affordable to households earning between 30% and 60% AMI. A 20% special needs set-a-side is programmed for both persons with disabilities and individuals/small families experiencing homelessness. THA has committed to provide Project Based Section 8 vouchers for those units designated to serve households below 40% AMI.

#### *Acquisition*

THA will acquire existing rental housing where THA doesn't have a strong presence is being pursued. Acquiring existing rental housing that is affordable to households earning 80% or less of the AMI is one of THA's rental housing preservation strategies. These properties are acquired with a combination of bond, HOME, CDBG and THA resources.

#### *Many Lights Project*

This new development is planned to be located on approximately 7 acres of vacant land currently owned by THA. In conjunction with the Many Lights Foundation, the program will serve a multigenerational community where traumatized children receive love and care from kinship and adoptive parents and live in a community with seniors who by living there agree to be respite care givers, honorary grandparents and tutors to the families. There are more 3,100 children in foster care who need a forever family, a record number of

elders who want to stay connected, and parents and families who need support to raise these very special children. This development will be built on a foundation of community services in support of the community.

The \$25 million project will provide approximately 90 units of affordable housing of which, 52 units of 1 to 4 bedroom units will be dedicated to the multigenerational community. The Many Lights Project is part of THA's development pipeline and the unit mix has not yet been established. Currently, construction completion is scheduled for year 2020.

**Modifications to the activity during the plan year:** THA does not anticipate any changes to this activity during the Plan year.

**Modifications to the baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**17. Housing Opportunity Program (HOP):** THA proposed this activity in the 2013 MTW plan and implemented it in 2013. THA re-proposed HOP in the 2014 plan because of changes to the program that required additional authorizations. These changes included allowing for longer voucher times and flexibility in lease requirements, allowing participants to self-certify their income during the review process and allowing participants to lease up in shared housing units or to rent from relatives. Program requirements were also re-proposed in the 2014 plan. The changes included that applicants must be at or below 50% AMI to qualify, the age of elderly was defined as 57 for HOP only, and that participants will income out once they reach 80% AMI and will receive 90 days of continued assistance.

All new admissions to the tenant-based voucher program receive a HOP subsidy. A HOP subsidy is a fixed subsidy as opposed to a subsidy based on income. That includes senior/disabled households. Work-able households have a five year time limit on their assistance, with provision for time extensions up to three (3) months to address hardships. Senior/disabled households do not have a time limit. HOP households would have annual reexaminations so THA can monitor the earned income and compare it to its other programs. There will be no interim exams allowed in this program. THA will not permit port outs for this program except for domestic violence issues covered by VAWA and Reasonable Accommodations or if the receiving PHA will absorb the voucher. The goal of the program is to help our participants achieve true self sufficiency by assisting them with their housing needs for a specific term and to give other waiting households a turn to receive assistance. An example of the fixed subsidy is below:

SUBSIDY AMOUNT					
Voucher Size (Bedrooms)	1	2	3	4	5
MTW Subsidy Amount (50% of payment standards)	\$443	\$571	\$831	\$1,006	\$1,157

**Status Update:** THA implemented this activity in 2013 and the results of the program have been mixed. THA is in the process of conducting an in-depth analysis to understand how HOP is working. The analysis will seek to answer questions related to whether or not

the program has a disparate impact on any protected classes or extremely low-income households. It will also seek to understand the utility of HOP subsidies in Tacoma's rental market by reviewing lease up rates and other rental market data.

The first wave of HOP households will exit the program in March 2018. The HOP Hardship Policy was revised in August 2017 to allow for an extension of rental assistance in two circumstances:

**Unforeseen Loss of Income Hardship: 90 day Extension**

*Within three (3) months prior to voucher expiration, households may request a 90 day extension by showing:*

- An unforeseen loss of income that occurs within the three months prior to voucher expiration*

**Completing a Qualifying Self-Sufficiency Activity: Up to 1 Year Extension**

*Within six (6) months prior to voucher expiration households may request up to a 1 year extension by showing:*

- the household must be engaged in a qualifying self-sufficiency activity at least six months prior to voucher expiration; and*
- the household must remain engaged in the activity until the earlier of the end of the shelter burden or the end of the extension.*

*THA will determine the length of the extension up to 1 year.*

Through the use of targeted funding, THA provides a limited number of HOP subsidies to two programs: the College Housing Assistance Program (CAHP) and the Children's Housing Opportunity Program (CHOP). Descriptions of these programs follow:

CHAP: THA partnered with the Tacoma Community College (TCC) where THA provides rental assistance to homeless students at the community college. TCC provides services designed to help the families succeed so they are ready to be independent of housing subsidies after graduation. The program offers the same fixed subsidies as the HOP program and has a three (3) year limit on assistance. Graduates are considered a success and transitioned off of the program with a 30 day notice. The community college handles all eligibility but anyone on the program would have to be an active student at the community college. Students have to continue to stay in college and maintain a 2.0 grade level.

CHOP: THA partnered with the Department DSHS to provide rental assistance to families who need housing to prevent or shorten their child's foster care placement or to house a teenager aging out of foster care who otherwise would begin his or her adulthood as a homeless person. Information on this program has been included in the HOP activity.

**Modifications to the activity during the plan year:** THA may modify this activity in 2018 depending on the results of the analysis. Any changes would be vetted with households, landlords, households on the waitlist and THA's community stakeholders. If the changes require additional authorizations or if the changes had an impact on tenant rent, this activity would be re-proposed in an amended Plan. Since 2014, THA has been providing 25 rental subsidies for the TCC program. THA will increase the number of rental subsidies to 150 by the end of 2018.

**Modifications to the baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**18. Elimination of the 40% Rule:** This activity was proposed in the 2013 MTW Plan and implemented in 2013. THA used this activity to waive the 40% cap on the percentage of income spent on rent. Our goal is to allow for maximum resident choice in the voucher program and to substantially increase the participant's ability to understand the program and lease up more quickly. THA has observed that the voucher program has been extremely confusing for participants. Despite using multiple tools to simplify the process, many participants leave the voucher briefing unsure about how to apply the information as they begin their search. As a result, the number of calls THA fields during the lease up process is high. THA wants participants to be confident about their choices in the housing market.

**Status Update:** THA implemented this activity in 2013. The change has made it easier for clients to understand the leasing program. THA has seen an increase in the number of households that use this flexibility. In 2016, over 600 households spent more than 40% of their income on rent.

**Modifications to the activity during the plan year:** THA does not anticipate any changes to this activity during the Plan year.

**Modifications to the baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**19. Modification of the Family Self Sufficiency Program:** This activity was proposed in the 2013 Plan and implemented in 2013. THA modified the way the FSS program handles the escrow payments. THA changed the escrow calculations to simplify the process and to provide clearer motivation and guidelines for participating families.

THA has designed a savings calculation method under which families may qualify for one or more pay points. Pay points will be calculated and credited at the end of the FSS contract term and only if the family provides credible and verifiable documentation that show they qualify for each of the pay point credit types. Below are examples of pay points:

- \$2,000 Maintain 32 hours/week employment for a minimum of 6 consecutive months
- \$1,000 Complete ESL classes; Levels 1-5, \$200 per level
- \$100 Receive certificate of successful completion of financial literacy
- \$3,000 Complete educational goal such as a GED, degree from an accredited school/college, vocational certificate, etc.  
Maximum escrow credit for achieving educational goals is \$3000 per family.
- \$500: 0-6 months vocational training certificate
- \$750: 7-12 months vocational training certificate
- \$1,000: 13-24 months vocational training certificate
- \$1,500-Associate degree
- \$2,000-Bachelor's degree

**Status Update:** This activity was successfully implemented in 2013. Clients have reported the escrow is motivating and easier to understand. THA has also seen staff time saved, and the time is now being spent on direct service. In 2016, FSS served 170 households; 15 households graduated from the program and 66 households maintained employment for greater than one year.

**Modifications to the activity during the plan year:** THA may consider revisions to the pay point schedule in order to ensure that all households participating in FSS are eligible to try to achieve a maximum incentive amount of \$8,500. The current pay point schedule, for example, allows one pay point of \$1,000 for participants completing five levels of ESL. Not all participants require ESL, which limits their maximum pay point potential. THA may consider offering an equivalent pay point for households who do not require ESL. Pay point revisions will be made with recommendations from current and interested participants, and will include alignment with other Client Services programming, including the Children's Savings Account Program and financial capabilities services offered by the Sound Outreach Empowerment Counselor.

**Modifications to the baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**20. MTW Seed Grants:** This activity was proposed in 2013 and implemented in 2013. THA proposed this activity so, if needed, the agency could provide seed grants to partner service agencies to increase capacity to serve THA households. The grants would be specific to helping work-able households increase earned income and become self-sufficient.

**Status Update:** THA used this activity to provide three (3) job skills and soft skills trainings for work-able households in 2013. In THA's 2014 MTW Report, this activity was moved to the "on hold" section of the report because it was not used in 2014. THA does not have specific goals for this activity in 2017 but would like to keep it in the implemented section of the plan in case an opportunity to leverage a partnership through the use of a seed grant arises. THA will report any use of this activity in its 2016 and 2017 Reports, otherwise, the activity will be marked as "on hold" if it is not used.

**Modifications to the activity during the plan year:** THA does not anticipate any changes to this activity during the Plan year.

**Modifications to the baselines or benchmarks during the plan year:** THA has worked with HUD to implement new standard metrics for this activity and does not anticipate any changes to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**21. Children's Savings Account (formerly Local Asset Building Activity):** This activity was proposed in the 2014 MTW plan and implemented in the fall of 2015. THA offers children's savings accounts (CSAs) to the children of New Salishan from kindergarten through high school. The program is aimed at developing a savings habit among students and their families and improving academic achievement, graduation rates, college preparation and enrollment. New Salishan is THA's largest community. It is a HOPE VI redevelopment that created a mixed-income community of 1,350 renter and homeowner households on an award-winning design.

THA's CSA Program contains following elements:

*Elementary School Stage:* When a Salishan student enrolls in elementary school, THA will open a savings account in his or her name. THA will remain the account custodian. THA will make an initial \$50 deposit into the account. THA will match the family's deposit into the account up to \$400 per year. This match will continue through 5<sup>th</sup> grade.

*Middle School through High School Stage:* When students reach 6<sup>th</sup> grade the match stops. Instead the student and a counselor will devise a plan with milestones from then until high school graduation and enrollment in college. E.g.: improved attendance; improved Grade Point Average; enrolling in the College Bound Scholarship Program; taking the PSAT, SAT and ACT; taking college preparatory courses; applying to college; filling out the FAFSA; getting into college; graduating from high school, and starting college. Upon the student reaching each milestone, THA will deposit more money into the account up to \$700 per year.

An example of pay points is on the following page.

**Proposed Menu of Incentives for 6<sup>th</sup> grade Students**

	1ST SEMESTER	2ND SEMESTER	VALUE
<b>ATTENDANCE</b>	Maintain perfect attendance	Maintain perfect attendance	\$150.00
	Less than 5 full day absences with zero unexcused	Less than 5 full day absences with zero unexcused	\$100.00
<b>ACADEMIC PREPARATION</b>	Organization Skills	Organization Skills	\$100.00
	Time Management	Time Management	
<b>GPA</b>	Maintain a cumulative G.P.A of 3.7 or better	Maintain a cumulative G.P.A of 3.7 or better	\$200.00
	Maintain a cumulative G.P.A of 2.7-3.6	Maintain a cumulative G.P.A of 2.7-3.6	\$150.00
	Maintain a cumulative G.P.A of 2.0-2.6	Maintain a cumulative G.P.A of 2.0-2.6	\$100.00
<b>EXTRACURRICULAR ACTIVITY</b>	Participate in a college prep program, sport or club at your school	Participate in a college prep program, sport or club at your school	\$60.00
<b>FINANCIAL LITERACY</b>	Complete Junior Achievement Curriculum		\$60.00
<b>EXPLORING CAREERS</b>	TBD	TBD	\$30.00
<b>COMMUNITY SERVICE</b>	TBD	TBD	\$25.00
<b>BACK TO SCHOOL BONUS</b>	Back to school bonus opportunities are designed to keep you engaged with your success plan over the summer. Details about the opportunity will be sent to households in the spring.		\$75.00
<b>Maximum Payment Total</b>			\$700.00

When fully in place, these two programs will serve 760 children in cohorts covering 13 grades.

Experience and research strongly suggest that even modest balances in such accounts greatly increase the prospects that a student will attend college. For this reason, THA undertakes these efforts as part of its Education Project.

THA plans this effort in collaboration with Tacoma Public Schools (TPS), Corporation for Enterprise Development (CFED), Heritage Bank, initial funding from the Bill & Melinda Gates Foundation, CFED, the Bamford Foundation, Heritage Bank, other funders, and the collaboration of banking and social service partners in Tacoma. Further funding will determine the scope and schedule for this initiative.

**Status Update:** THA launched the program in the fall of 2015. 103 students are currently enrolled in the program. The total elementary seed and match as of September 22, 2017 is \$8578 and the middle school incentives earned is \$10,895. The average CSA account balance across accounts is \$189.

**Modification to the activity during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** THA does not anticipate additional authorizations for this activity during the Plan year.

**24. Rental Assistance Success Initiative (formerly) Local Security and Utility Deposit Program:** This activity was proposed in the 2014 MTW plan and was implemented January 2016. The activity is a security deposit assistance program that would be open to THA applicants in its Tacoma Public Schools Special Housing Project, its College Housing Assistance Program, and any of THA's affordable housing applicants/residents who are in need of assistance in order to move into a unit. THA realizes it is very difficult when a household comes to the top of a waitlist and it does not have the resources to pay the security deposit. This program ensures that families in need can afford to move into the unit when their name is called and will reduce the number of unit turndowns THA receives.

**Status Update:** THA has fully expended the \$20,000 it set aside for 2017. The program has helped households lease in the market and will need to be scaled up to meet the needs of the households attempting to lease with THA rental assistance.

**Modifications to the activity during the plan year:** The Tacoma market has been shifting for the past couple of years as Seattle's economy booms and renters are searching for more affordable housing outside of the city of Seattle. Over the past 12 months, this rental shift has led to shrinking vacancy rates and growing rents in Tacoma. With the shrinking stock, subsidized households are being screened out of the market in favor of higher income renters with large sums of cash on hand to pay escalating security and move in costs. Property owners are also screening out more households with blemishes on their rental and credit histories. These factors have been and will continue to impact our utilization rate across all THA tenant-based subsidy programs—Housing Choice Voucher, HOP, Elementary School Housing Program, College Housing Assistance Program, etc. It is taking longer for households to find housing and larger numbers of new program participants are not able to use their subsidies at all.

THA is proposing to modify this activity to expand past just offering security deposits and to develop incentive programs to encourage property owners to add units to THA's rental assistance programs. THA will use its Moving to Work Authority in order to implement additional programs and activities that will lead to increased participation in the MTW program and the utilization of this highly valued housing assistance. In addition to the security deposit assistance program, THA will implement a landlord incentive program and damage mitigation fund using MTW funds. THA consulted with its property owners through the 2018 MTW Plan public comment period regarding this modification. As you will see in the public comments, property owners are eager to work with THA to further develop these programs.

THA is not yet proposing specific incentive programs under this activity because of the consultation process we are using to develop these programs in partnership with THA landlords. THA budgeted \$25,000 for 2018 for this activity and is seeking other third-party resources through the City and County to supplement the programs.

**Modifications to the baselines or benchmarks during the plan year:** THA does not anticipate any modifications to the baselines or benchmarks during the plan year.

**Additional Authorizations:** With the expansion of this activity, we plan to add the following authorizations: Attachment C, Section (D) (1) (b), (d) and (f).

**B. Not Yet Implemented:**

## **10. Special Program Vouchers:**

**Implementation Description:** This activity was proposed in 2011 but not yet implemented. The initial idea was to establish a Special Program Voucher program similar to the project-based voucher program. Vouchers were to be awarded to service partners for a special purpose or a special program. The service partners would be responsible for designing the program. This includes selecting households for the program, establishing program guidelines and eligibility criteria, length of time a household would be eligible for a voucher, level of assistance provided to each household, etc. THA would then oversee the administration of these vouchers through an annual reporting and/or audit process.

**Status Update:** This activity was proposed before HUD issued guidance on local non-traditional programs. THA now proposes any new activity that is not directly operated by our agency as a separate local non-traditional program activity. No activities are being operated under this activity as of now. There is not a timeline in place to use this activity.

**Modifications to the activity since approval:** THA does not anticipate any changes to this activity during the Plan year.

## **22. Exclude Excess Income from Financial Aid for Students:**

**Implementation Description:** This activity was proposed in the 2014 MTW plan and has not yet been implemented. The purpose of the activity is to further encourage self-sufficiency among participants and streamline administrative processes; THA will modify the administration of the full-time student deduction by excluding 100 percent of a student's financial aid.

**Status Update:** THA will implement this activity upon conversion to its new software system. Current system constraints have made implementation difficult. THA is still in the process of converting to a new system. THA will provide full details on this activity in the 2017 Report if the activity is implemented.

**Modifications to the activity since approval:** THA does not anticipate any changes to this activity during the Plan year.

**C. On Hold Activities:** N/A

**D. Closed Out Activities:**

**9. Modified Housing Choice Voucher Activity:** THA proposed this activity in 2011 and has yet to implement it. The activity proposed to modify the annual inspection process to allow for biennial inspections of qualifying HCV units (instead of yearly). Since HUD guidance was released on biennial inspections allowing any PHA to perform them, this activity was closed out in 2015.

**13. Local Blended Subsidy:** THA proposed this activity in 2012 but has not implemented it. The activity was created so that THA could create a local blended subsidy (LBS) at existing and, if available, at new or rehabilitated units. The LBS program would use a blend of MTW Section 8 and public housing funds to subsidize units reserved for families earning 80 percent or below of area median income. Because of the complicated nature of this activity, THA has not implemented it. THA has been approved for a RAD conversion in 2014/2015 which caused this activity to be closed out in 2015. The units may be new, rehabilitated, or existing housing. The activity is meant to increase the number of households served and to bring public housing units off of the shelf.

**14. Special Purpose Housing:** THA proposed this activity in 2012 and has not implemented it. The activity was meant to utilize public housing units to provide special purpose housing, and improve quality of services or features for targeted populations. In partnership with agencies that provide social services, THA would make affordable housing available to households that would not be admitted to traditional public housing units. With this program, THA would sign a lease with partner agencies to use public housing units both for service-enriched transitional/short-term housing and for office space for community activities and service delivery. The ability to designate public housing units for specific purposes and populations allows units to target populations with specific service and housing needs and specific purposes, such as homeless teens and young adults. Because of the RAD conversion, THA closed this activity in 2015.

## SECTION V: SOURCES AND USES

#### A. Sources and Uses of MTW Funds

2018 budget data is not yet available.

Estimated Sources of MTW Funding for the Fiscal Year		
PHAs shall provide the estimated sources and amount of MTW funding for the Fiscal Year		
SOURCES		
FDS Line Item	FDS Line Item Name	Dollar Amount
70500 (70300+70400)	Total Tenant Revenue	\$ 49,000.00
70600	HUD PHA Operating Grants	\$ 40,578,000.00
70610	Capital Grants	\$ -
70700 (70710+70720+70730+70740+70750)	Total Fee Revenue	\$ 2,622,000.00
71100+72000	Interest Income	\$ 27,000.00
71600	Gain or Loss on Sale of Capital Assets	\$ -
71200+71300+71310+71400+71500	Other Income	\$ 80,000.00
70000	Total Revenue	\$ 43,356,000.00

Estimated Uses of MTW Funding for the Fiscal Year		
PHAs shall provide the estimated uses and amount of MTW funding for the Fiscal Year		
USES		
FDS Line Item	FDS Line Item Name	Dollar Amount
91000 (91100+91200+91400+91500+91600+91700+91800+91900)	Total Operating - Administrative	\$ 8,492,000.00
91300+91310+92000	Management Fee Expense	\$ 1,506,000.00
91810	Allocated Overhead	\$ -
92500 (92100+92200+92300+92400)	Total Tenant Services	\$ 761,000.00
93000 (93100+93600+93200+93300+93400+93800)	Total Utilities	\$ 61,000.00
93500+93700	Labor	\$ 76,000.00
94000 (94100+94200+94300+94500)	Total Ordinary Maintenance	\$ 112,000.00
95000 (95100+95200+95300+95500)	Total Protective Services	\$ 11,000.00
96100 (96110+96120+96130+96140)	Total Insurance Premiums	\$ 97,000.00
96000 (96200+96210+96300+96400+96500+96600+96800)	Total Other General Expenses	\$ 1,160,000.00
96700 (96710+96720+96730)	Total Interest Expense and Amortization Cost	\$ -
97100+97200	Total Extraordinary Maintenance	\$ -
97300+97350	Housing Assistance Payments + HAP Portability-In	\$ 33,257,000.00
97400	Depreciation Expense	\$ 300,000.00
97500+97600+97700+97800	All Other Expenses	\$ -
90000	Total Expenses	\$ 45,833,000.001

<sup>1</sup> THA will cover the projected \$2,477,000 shortfall between the expected sources and uses by using both federal and non-federal reserves.

### **Describe the Activities that Will Use Only MTW Single Flexibility**

THA uses this single funding source to fund the Housing Choice Voucher programs in order to carry out the mission of the MTW Demonstration Program through activities that would otherwise be eligible under sections 8 and 9 of the 1937 Act. Below are listed some of the specific ways in which THA plans to exercise the Single-Fund Flexibility:

- THA is making changes to relieve the administrative burden on both the agency and the tenants by creating a more streamlined approach to both the certification process and inspections. THA intends its processes to be less intrusive on people with fixed incomes such as the elderly and disabled, and to relieve families from some of the more burdensome requirements of annual certification. The new certification cycle started in 2013.
- THA is focusing on housing, employment-related services, and other case management activities that will move families towards self-sufficiency. Its Community Services area also assists tenants that are facing challenges in successful tenancy.
- THA is going into the sixth year of its Education program. It has various elements and initiatives. One has THA providing rental assistance to homeless households with children who attend a school with an exceptionally high level of turnover to help stabilize the student population. THA believes this approach will help to improve educational out-comes, add stability to the neighborhood, and create a better learning environment for the community as a whole.
- THA is adjusting administrative staff as necessary to ensure that activities are in line with the agreement. THA is in the midst of making necessary technological enhancements that will benefit the organization and the residents.
- THA is analyzing its administrative overhead and charge expenses directly to the programs whenever possible. The agency is charging administrative or previously allocated costs to a Program Support Center for each of its three activity areas as identified in the Local Asset Management Plan, along with a Community Services Central fund to track expenses associated with those functions.
- THA wrote an activity in its 2012 amended plan that allows the agency to activate the single fund flexibility and to spend MTW money on the development, and preservation of affordable housing.
- THA is partnering with local agencies in the community to create local non-traditional housing programs. The programs are funded by THA but run by partnering agencies in the community.

## B. Local Asset Management Plan

Is the PHA allocating costs within statute?

or

No

Is the PHA implementing a local asset management plan (LAMP)?

or

If the PHA is implementing a LAMP, it shall be described in an appendix every year beginning with the year it is proposed and approved. The narrative shall explain the deviations from existing HUD requirements and should be updated if any changes are made to the LAMP.

Has the PHA provided a LAMP in the appendix?

or

The changes to the 2018 LAMP reflect the transition of our 456 ACC Public Housing units over to RAD. It also updates our Management Fees schedules for 2017, as well as eliminates the Rent Calculation. As there have been some organizational structure changes, it adjusts some of the narrative to reflect those changes.

## **SECTION VI: ADMINISTRATIVE**

## **VI.A: BOARD RESOLUTION AND CERTIFICATION OF COMPLIANCE**



# TACOMA HOUSING AUTHORITY

## RESOLUTION 2017-09-27 (4)

### Certifications of Compliance

**Annual Moving to Work Plan  
Certifications of Compliance**

**U.S. Department of Housing and Urban  
Development, Office of Public and Indian  
Housing**

### **Certifications of Compliance with Regulations: Board Resolution to Accompany the Annual Moving to Work Plan\***

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the Annual Moving to Work Plan for the PHA fiscal year beginning 2018, hereinafter referred to as "the Plan", of which this document is a part and make the following certifications and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the Plan and implementation thereof:

1. The PHA published a notice that a hearing would be held, that the Plan and all information relevant to the public hearing was available for public inspection for at least 30 days, that there were no less than 15 days between the public hearing and the approval of the Plan by the Board of Commissioners, and that the PHA conducted a public hearing to discuss the Plan and invited public comment.
2. The PHA took into consideration public and resident comments (including those of its Resident Advisory Board or Boards) before approval of the Plan by the Board of Commissioners or Board of Directors in order to incorporate any public comments into the Annual MTW Plan.
3. The PHA certifies that the Board of Directors has reviewed and approved the budget for the Capital Fund Program grants contained in the Capital Fund Program Annual Statement/Performance and Evaluation Report, form HUD-50075.1.
4. The PHA will carry out the Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990.
5. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located.
6. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments to Fair Housing Choice, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan.

7. The PHA will affirmatively further fair housing by examining its programs or proposed programs, identify any impediments to fair housing choice within those programs, address those impediments in a reasonable fashion in view of the resources available and work with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and maintain records reflecting these analyses and actions.
8. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
9. The PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.
10. The PHA will comply with the requirements of section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.
11. The PHA will comply with requirements with regard to a drug free workplace required by 24 CFR Part 24, Subpart F.
12. The PHA will comply with requirements with regard to compliance with restrictions on lobbying required by 24 CFR Part 87, together with disclosure forms if required by this Part, and with restrictions on payments to influence Federal Transactions, in accordance with the Byrd Amendment and implementing regulations at 49 CFR Part 24.
13. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.
14. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105( a).
15. The PHA will provide HUD or the responsible entity any documentation needed to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58. Regardless of who acts as the responsible entity, the PHA will maintain documentation that verifies compliance with environmental requirements pursuant to 24 Part 58 and 24 CFR Part 50 and will make this documentation available to HUD upon its request.
16. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
17. The PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
18. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act and 24 CFR Part 35.

19. The PHA will comply with the policies, guidelines, and requirements of OMB Circular No. A-87 (Cost Principles for State, Local and Indian Tribal Governments) and 24 CFR Part 85 (Administrative Requirements for Grants and Cooperative Agreements to State, Local and Federally Recognized Indian Tribal Governments).

20. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the Moving to Work Agreement and Statement of Authorizations and included in its Plan.

21. All attachments to the Plan have been and will continue to be available at all times and all locations that the Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the PHA in its Plan and will continue to be made available at least at the primary business office of the PHA.

Housing Authority of the City of Tacoma WA005  
**PHA Name** **PHA Number/HA Code**

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Janis Flauding  
**Name of Authorized Official**

Chair  
**Title**

Signature

Date

Sept 27<sup>th</sup> 2017

\*Must be signed by either the Chairman or Secretary of the Board of the PHA's legislative body. This certification cannot be signed by an employee unless authorized by the PHA Board to do so. If this document is not signed by the Chairman or Secretary, documentation such as the by-laws or authorizing board resolution must accompany this certification.

## **VI:B: Public Hearing Notice and Evidence of Community and Resident Communication:**

### **Notice of Public Comment Period and Public Hearing**

The Tacoma Housing Authority (THA) will open the public comment period for the 2018 Moving to Work (MTW) Plan and the associated changes to the Administrative Plan.

*Residents, program participants, landlords, those on the waitlist and members of the public may submit comments on the proposed changes. The 30-day comment period begins on August 11, 2016 (8:00 a.m.) and ends September 11, 2016 (5:00 p.m.); all comments must be received by 5:00 p.m. on September 11, 2016.*

The draft plan can be viewed at: <http://www.tacomahousing.net/content/moving-work-0>

It is titled “**2018 DRAFT Moving to Work Plan**”

#### **Mail, Email or Call-in Comments To:**

Tacoma Housing Authority  
Aley Thompson  
902 S. L Street  
Tacoma, WA 98405  
[athompson@tacomahousing.org](mailto:athompson@tacomahousing.org)  
(253) 274-5587

THA will hold one public comment hearing to receive both oral and written comments on the proposed amendment. This hearing is not an appointment. It is not mandatory that you attend.

The date, time, and location of the hearing are provided below:

**Date:** August 31, 2017  
**Time:** 6 p.m.  
**Location:** Bay Terrace Community Center  
2550 South G St.  
Tacoma, WA 98404

Please attend to offer your views on the following item:

**2018 MTW Plan:** THA customers that are accessing THA rental assistance are having a harder time finding rental units in Tacoma. This is because of low vacancy rates and high rents. THA is planning to use its funding to help its customers be more competitive in the private market. This might include offering incentives to landlords, assisting with fees or helping people look for housing. THA wants to hear your ideas for how it can help people find affordable housing.

**Please call Aley Thompson at (253) 274-5587 if you need any reasonable accommodations or interpreters.**

August 31, 2017

- Zero (0) residents or community members attended the public hearing held on August 31, 2017 at 6:00 P.M.

August 25, 2017

**Dinner Or Lunch Is on Us. The Housing Is Up To You!**

We know you've seen it. Rental prices are going up. Vacancy rates are going down. More tenants are coming with cash-on-hand to rent your available units. Yet, you've been renting to THA's voucher holders. **We want to thank you!** And we want to hear from you.

THA has about 200 people "shopping" for rental housing in a given month. It is taking them more than 3 months to find housing and some are not able to use their vouchers at all. Let's work together to make sure that all families with rental subsidies can be housed in our community. THA is interested in making changes to existing business practices or designing new programs to make its programs more appealing to property owners and managers. We need your help.

Join us for either lunch or dinner on **Monday, September 11th** to accept our thanks and to share your thoughts and ideas with us.

Here's what we'd like to talk about:

- What is THA doing well that keeps you interested in renting to voucher holders?
- What could THA change to make your experience better?
- If a voucher holder moves out of one of your properties, what would make you interested in advertising that vacancy to voucher holders first?
- What could THA or its customers do differently to recruit new landlords for the program?
- Are there any incentives or tools that THA could offer to make our programs more appealing?

**Event details:**

**When:** September 11th at 11:30 am or 6 pm

**Where:** [THA's Bay Terrace Community Center at 2550 S G St, Tacoma, WA](#)

Lunch will be provided at 11:30 am; dinner will be provided at 6 pm.

**Please RSVP to Adam by replying to this email or calling (253) 207-4415.**

If you are unable to attend this meeting, we'd still like to hear from you! Contact Adam with your thoughts at [aydstie@tacomahousing.org](mailto:aydstie@tacomahousing.org) or (253) 207-4415.

August 25, 2017

- Forty-four (44) landlords or community members attended the public hearings held on August 25, 2017 at 11:30 A.M. and 6:00 P.M.

**General Public Comments Received for 2018 MTW Plan– August 11<sup>th</sup>-September 11<sup>th</sup>, 2017**

SOURCE OF COMMENT	Question/Comment
Property Owner	<p>Thanks for taking this subject on. After instituting MTW the THA has only made the voucher program less desirable for Landlords at the same time Landlords have much better options in the market. Please do not assume that because I have (17) Section 8 tenants that I support the program, the THA tenants I have left are simply "legacy" tenants, I openly advertise "NO Section 8".</p> <p>I have tirelessly offered my professional advice as the founder of the "Landlord Advisory Board to the THA", only to find that our suggestions were largely ignored. In February of 2012 the Landlords were very clear that changing occupancy rules retroactively, coupled with time limited vouchers and bi-annual reviews to name some of the major changes, landlords would slowly be driven from the system. The management of THA ignored our requests and stopped scheduling meetings.</p> <p>I personally lost tens of thousands of dollars in forced move outs and rent concessions to stabilize THA tenants who saw their subsidy suddenly drop as a result of the new occupancy rules, I can detail many other problems but the result is THA has never truly appreciated the landlord partnership.</p> <p>My family business cannot afford to do any more business with the THA. FYI in today's housing market I typically get 10-20 contacts a day when I advertise an available rental, the tenants I select are well qualified responsible people, I often will have 10 applications and multiple qualified people.... Section 8 is not a viable option for Tacoma Landlords. I cannot offer any further advice than I previously offered, most independent landlords have families to spend time with and work long hours, the last thing they need is all the unnecessary hassles and expense THA brings to their lives.</p>
Property Owner	<p>We do participate in the Section 8 Program at a few of our apartment communities. I shared your email with others in our DMCI office who are or who have previously worked with the Section 8 program. The following is a summary of their comments and observations:</p> <p>1. The lack of support from the housing authority office personnel, when there is a compliance issues with residents is a problem, especially with those on vouchers. For example, this is often the case with damages caused by residents, unauthorized occupants or animals, noise complaints, etc. The Housing Authority employees response usually is "the contract is between the housing provider and the resident not the housing authority and the housing provider".</p>

SOURCE OF COMMENT	Question/Comment
	<p>2. The housing authority personnel often view housing providers as the "bad guy".</p> <p>3. It takes too long for the inspections to be scheduled, conducted and for the apartments to be approved. Smaller apartment communities can not afford the "down time" off the market and the lost revenue.</p> <p>4. During inspections the housing providers are expected to take prompt action but there is little to no follow up with the residents when there are issues reported by the housing providers. And the apartments are not approved at the time of the inspections, unless everything is completed including items which are the residents' responsibilities.</p> <p>5. The wait for the completion of the paperwork and payments is too long. Smaller apartment communities cannot afford to wait for their money.</p> <p>6. Many of our more affordable apartment communities do not use leases but instead use month to month rental contracts. The housing authorities require a lease the first year. This eliminates some of our apartment communities from participating.</p> <p>7. We charge residents for their water, sewer and refuse at all of our apartment communities. It is too difficult for the Housing Authorities to factor these costs into the amounts authorized by them.</p> <p>8. The Housing Authorities do not recognize a superior or more desirable apartment. For example, they do not allow for amenities such as views, pop out windows, corner apartments, vaulted ceilings, differences based on floors, etc. While the rest of the market sees the values in these the Housing Authorities do not, thus down grading the rental rates.</p> <p>9. We require all residents to obtain and maintain their own renters' insurance. Section 8 renters will often not have it or later not maintain it. If it is not maintained, we will terminate a rental contract.</p>

Comments from the Property Owner Meetings on September 11, 2017  
THA posed three questions, participants responded then voted on their favorite answers.

**1. What does THA do well? Is there something about THA's programs and the people we serve that motivates you to participate in the voucher program?**

*Afternoon Meeting Responses:*

- Payments are received promptly (6 votes)
- Responds efficiently to questions via e-mail and telephone(3 votes)
- Client/Housing Specialist participation/follow-up is fabulous (2 votes)
- Housing Specialists support landlords in enforcing the rules and do so very well (2 votes)
- THA stays up to date with state and city laws
- Appreciates THA's work in providing financial support to vulnerable people in Tacoma (2 votes)

*Evening Meeting Responses:*

- Communication between THA and landlords is timely, informative and helpful (13 votes)
- On-time and consistent payments (12 votes)
- Appreciates being able to help families to have a safe place to live
- Direct deposit of THA's portion
- 8 years of participation
- The rental listing in the front lobby

**2. How could THA improve? What dissatisfies you about the voucher program?**

*Afternoon Meeting Responses:*

- Hold clients accountable for tenant damages to unit for annual and move out (8 votes)
- THA withholds payments when tenant is in non-compliance (i.e. placing holds for missing paperwork, failed inspection marks that are tenant based). Ultimately, hurts the landlord although it is the tenant in non-compliance. (4 votes)
- Inspection issues – picking apart houses that are on program/not treating owners equally (4 votes)
- Fix software issues to ensure clear communication and understanding between landlord and accounting. (4 votes)
- Landlords need to know Section 8 portion on date of move-in (3 votes)
- Vouchers value are too low for current market rent (3 votes )
- 
- Return phone calls/poor communication (2 votes)
- Need same policy for public vs. private housing (i.e. occupancy standards are different for voucher holders vs. public housing) (2 votes)
- Recognize remodels and upgrades as higher values in rent for renters (2 votes)
- THA should make more vouchers available so that landlords can refer more clients for

- immediate assistance (2 votes)
- Require clients to obtain renter's insurance (2 votes)
- Increase utility allowance for landlords who pay water/sewer/trash (2 votes)
- Allowing landlords to post three-day pay or vacate when THA withholds payments (2 votes)
- Varied stands for initial unit inspections (1 vote)
- THA should allow additional methods of rent payments – currently only option is direct deposit in trust accounts (1 vote)
- Review process for income assessment (i.e. calculating tenant portion if income changes)
- Provide more detailed program information about who qualifies, and status of the waitlist ( 1 vote)
- Build more housing available for private owner residents availability for voucher participants
- Too much paperwork
- Clarity on what information and data is needed for rent changes
- To be proactively updated when changing software or policy
- Too much red tape

*Evening Meeting Responses:*

- Rent increase requests should be reduced to 30 days notice (13 votes)
- Occasionally payments are received from tenants in 2,3,4 payments in varying amounts as they have funds. It's very inconsistent and time consuming for landlords. If tenant payments were made to THA and then paid out once received in full – that would be easier for landlords (8 votes)
- Tenants are left to landlords for compliance/limited influence over the client (6 votes)
- Payment standards are falling below market rate (5 votes)
- More of a partnership (go-between)/a caseworker for landlords (5 votes)
- Pre-screen/better screening of families (4 votes)
- More lenient on inspections (4 votes)
- Definite commitment for an inspection date when a new tenant applies (3 votes)
- Look to tenant for repairs if they caused them
- Dedicated inspector for initial inspections that would offer (?) their voucher status
- Occupancy standards (i.e. landlord has a renter with a dependent child but only qualifies for a 1 bedroom. It seems to cut costs her voucher was cut as she was moving into the rental)
- Rent increase online form; online forms in general
- Additional occupants living in the home easier to get contracts to them
- You withhold payments though landlords have not failed in their commitment
- No complaints

**3. What could THA or the City of Tacoma do to make you more interested or ability to make housing available to low-income families?**

*Afternoon Meeting Responses:*

- Reimbursement to landlords for damages that exceed security deposit (18 votes)
- Hold tenants accountable for property destruction and money owed (15 votes)
- Pay market rents (10 votes)
- City funded deposit assistance (6 votes)
  
- Educate voucher holders on the reality of renting a house beyond their means (2 votes)
- More senior only housing (2 votes)
- Provide more information on how/who to refer to housing for assistance (1 vote)
- THA visits to properties to provide education and resource referrals (1 vote)
- Ability to raise rents (1 vote)
- Inspections – better enforce tenants responsibility to repair/replace for tenant fails (1 vote)
- Hold tenants responsible for property damage

*Evening Meeting Responses:*

- Lease with county to reduce property taxes on homes accepting voucher holders (16 votes)
- Allow landlords to pre-certify units as having passed THA inspections so they can advertise “section 8 approved” (10 votes)
- Continue grant opportunities for participating landlords (8 votes)
- THA inspectors report any unauthorized occupants or pets at his/her annual inspection to defer any unauthorized stay (4 votes)
- Educate property owners/and tax cuts/monetary incentives (4 votes)
- More responsibility on tenants (1 vote)
- Require adequate deposits and assure damages to rentals are covered and don’t become a liability to the owner
- City apparent has an ordinance that issues fines to property owners for “repeated” violations. Consider “repeated” violations if violations happen more than once to any of the owners property (i.e. tenant did not mow yard) – housing should implement something similar

**VI:C: Description of any planned or ongoing PHA directed evaluations of the demonstration for the overall MTW program or any specific MTW activities, if applicable:**

- Children's Savings Account Evaluation: THA has selected the Urban Institute as a third party evaluator for the Children's Savings Account program. The evaluation will monitor THA's progress toward implementing the program. It will also strive to measure THA's performance against the desired program outcomes for students and families in short, intermediate and long term intervals.
- College Housing Assistance Program Evaluation: THA and Tacoma Community College will partner with Temple University on a third-party evaluation regarding housing and food insecurity. The evaluation will occur through 2019.

**VI.D: Capital Funds Documents:** Electronic copies will be submitted in a separate email because of HUD mailbox limitations.

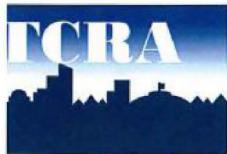
## APPENDICES

**Appendix A:** Letter of Consistency

**Appendix B:** Local Asset Management Plan

**Appendix C:** Use of MTW Reserves

## APPENDIX A: LETTER OF CONSISTENCY



Tacoma  
Community  
Redevelopment  
Authority

October 11, 2017

April Black, Deputy Director  
Tacoma Housing Authority  
902 South L Street  
Tacoma, WA 98405

RE: Consistency with City of Tacoma's Consolidated Plan  
THA's Moving to Work Plan

Dear April:

You requested a determination of consistency with the City of Tacoma's *Consolidated Plan* and support for your proposed Moving to Work (MTW) Annual Plan for 2018. This plan aligns with the Tacoma Housing Authority's initiatives to increase affordable housing options available to voucher holders by encouraging and strengthening relationships between THA and private landlords through an incentives program. THA will continue to utilize flexibility under the Moving to Work program to serve households and entice landlords to participate in programs that increases access to affordable housing in a tightening rental market.

This proposal is consistent with the City of Tacoma's *Consolidated Plan for Housing and Community Development 2015-2019*. This plan is dated May 5, 2015 and was approved by the U.S. Department of Housing & Urban Development (HUD) on July 22, 2015. It is the implementation document for the City's *Comprehensive Plan* and is administered by the City's Housing Division of the Community & Economic Development Department. Specifically, the *Consolidated Plan* places a high priority on not only preserving affordable housing opportunities, but also improving the quality of the housing available to low-income households.

If you have any additional questions or require additional information, please contact me at 253-591-5238, or via e-mail at [dmurillo@cityoftacoma.org](mailto:dmurillo@cityoftacoma.org).

Sincerely,

A handwritten signature in black ink that reads "Daniel Murillo".

Daniel Murillo  
Housing Division Manager

747 Market Street, Room 900 • Tacoma, WA 98402-3701 • Phone: (253) 591-5086 • Facsimile: (253) 591-5180

## APPENDIX B: LOCAL ASSET MANAGEMENT PLAN

## **A. Background and Introduction**

The First Amendment to the Amended and Restated Moving to Work Agreement authorize Tacoma Housing Authority (THA) to design and implement a Local Asset Management Program (LAMP) for its Public Housing Program and describe this program in its Annual MTW Implementation Plan. The term “Public Housing Program” means the operation of properties owned or units in mixed-income communities subsidized under Section 9 of the U.S. Housing Act of 1937, as amended (“1937 Act”) by the Agency that are required by the 1937 Act to be subject to a public housing declaration of trust in favor of HUD. The Agency’s LAMP shall include a description of how it is implementing project-based property management, budgeting, accounting, and financial management and any deviations from HUD’s asset management requirements. Further, the plan describes its cost accounting plan as part of its LAMP, and in doing so it covers the method for accounting for direct and indirect costs for the Section 8 Program as well.

In 2012, THA changed the structure of property management operations in order to achieve greater efficiencies. The new structure is described in Section C below. Since 2007, THA has operated using project-based budgeting with on-site administrative and maintenance personnel responsible for the majority of the tasks associated with managing the properties. THA will modify somewhat the cost approach as described in the previous year’s LAMP. This cost approach continues to eliminate all current allocations and book all indirect revenues and expenses to a Program Support Center and then charges fees to the programs and properties as appropriate.

## **B. Guiding Principles**

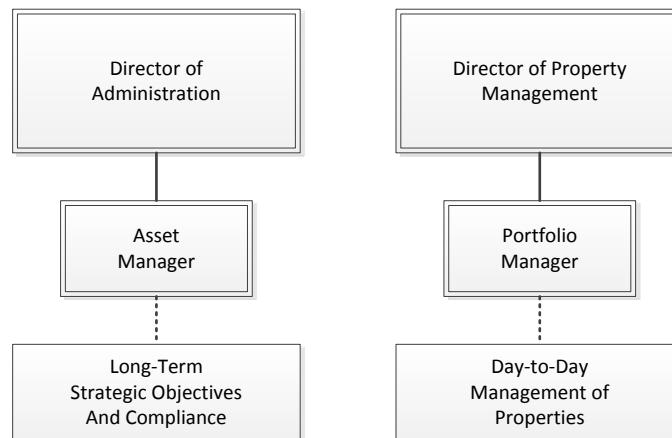
The City of Tacoma established the Tacoma Housing Authority under State of Washington enabling legislation in 1940 through resolution. The resolution states that the City formed the Housing Authority to address a “shortage of safe and sanitary dwelling accommodations in the City of Tacoma, Washington available to persons of low-income at rentals they can afford.” Since then, THA has strived to meet the ever-increasing demands for low-income housing in the Tacoma area. With acceptance into the Moving to Work (MTW) program in 2010, THA took on three additional statutory objectives that further define the Agency’s role on both a local and a national scale. THA is required to keep these objectives in mind through the development of each activity related to MTW, including the development of the LAMP. The three statutory objectives are: 1) reduce cost and achieve greater cost effectiveness in Federal expenditures; 2) give incentives to families with children whose heads of household are either working, seeking work, or are participating in job training, educational or other programs that assist in obtaining employment and becoming economically self-sufficient; and 3) increase housing choices for low-income families [Section 204(a) of the 1996 Appropriations Act].

## C. Description of Asset-Based Operations

### *Overview of Organizational Structure*

THA's Property Management Department is responsible for the day-to-day operations of THA's portfolio and the Administrative Services Department is responsible for Asset Management and compliance. The chart below shows this relationship and the positions responsible for these management functions.

**Figure 1: Organizational Structure**



### *Description of 2018 Plan*

Over time, THA has tested out different management groupings to oversee our properties. As we continue to transition to RAD, we have currently settled on two portfolios. . The Salishan properties, consisting of 631 units is one portfolio and has a centralized management group to oversee the seven properties. Six of these are separate Tax Credit entities, with Salishan 7 being a Tax Credit property, remaining under the purview of THA. Our remaining properties, consist of our Hillside properties, along with our Renew Tacoma Housing (RTH) Properties (elderly/disabled and Family). Our RTH properties are the 456 Public Housing units that we transitioned over to RAD and into a consolidated Tax Credit entity in 2016.

### ***Asset and Compliance Management***

While the Property Management Department oversees the day-to-day operations of the properties, THA's Asset Management and Compliance Division oversees the long-term strategic objectives of the properties. Having an Asset Management and Compliance Division enables THA to effectively plan for the future, ensure compliance with Local and HUD regulations, and keep the agency's strategic objectives at the forefront when making both operational and strategic decisions. Included within the scope of this division are the following responsibilities:

- Risk Management
- Compliance (file audits, PIC, finding resolution)
- Budget Oversight
- Financial Reporting and Modeling
- Capital Needs Assessment
- Property Performance Review
- Strategic Planning
- Policy Development and Implementation
- Property Procurement Regulation

### ***Property-Level Reporting***

THA instituted property-based budgeting and accounting practices in 2007. In 2008, THA Finance staff developed systems and reports to facilitate the onsite management of budgets, expenses, rent collection and receivables, and purchasing; in 2009 the Asset Management division developed reports and financial models to analyze all properties at the project level. Even as we transitioned 9 Public Housing properties to a single tax credit entity under RAD, we still maintain property reporting with the entity.

### ***Maintenance Operations***

In accordance with HUD Asset Management guidance, THA instituted a decentralized maintenance program in 2008. During 2011, THA realized efficiencies in the maintenance of its Salishan properties by assigning maintenance personnel to the entire Salishan portfolio, rather than each of the individual properties, even though they belong to separate entities. We have continually updated our approach over time, and have a slotted facilities manager whose responsibility it is to oversee overall asset maintenance. We currently have

four maintenance leads with more technical abilities who oversee assigned staff in each of our management clusters. Staff can be detailed to properties outside of their cluster, if there is a specified need.

#### ***Acquisition of Goods***

THA has been operating under a decentralized purchasing model for the acquisition of goods. Site staff is primarily responsible for purchasing supplies for the properties they oversee. Purchases are primarily completed through a P-Card system, while in certain circumstances Purchase Orders continue to be used.

#### ***Acquisition of Services***

While the acquisition of goods is decentralized, the agency has adopted a hybrid approach to the acquisition of its services. Centralized duties include the oversight of the contract needs of the sites, management of the bid process, vendor communication, and contract compliance. The sites are responsible for scheduling work, approving invoices, working with the centralized staff to define scopes of work, and ensuring the work is done properly.

### **D. Strategic Asset Planning**

#### ***THA's Asset Management Committee***

In 2010, THA formed an Asset Management Committee consisting of key members from the following functional areas in the agency: Finance, Asset Management and Compliance, Property Management, Community Services and Real Estate Development. The committee meets on a routine basis. The standing agenda includes reviewing operational costs at each site, investigating large cost variances between the properties, analyzing property performance metrics, and comparing cost data and operational data to industry standards. THA has also used financial models to compare our metrics to properties managed by private firms. The committee also considers any policy changes having a potential impact on the operation of its properties and decisions regarding property acquisition and disposition. Some examples of policy changes discussed here include adoption of a smoke-free policy and changes to THA's current rent policy and occupancy standards.

The overall purpose of the committee is to ensure that THA makes decisions in a way that fosters appropriate communication between the major functional areas concerned with Asset Management and address related issues and concerns from a holistic perspective.

The cost approach developed by THA as described in the next section of this LAMP allows this committee and others in the agency to make informed decisions concerning the agency's portfolio. The cost approach will clearly show which areas of the agency cost the most to run and which provide the most value to the mission of the agency.



## **E. Cost Approach**

THA's current cost approach is to charge all direct costs related to day-to-day operations to the specific property or program fund and to charge all indirect costs to a central fund (see "Program Support Center" below). The PSC would then earn fees that they charge to the programs they support. Community Service expenses that benefit THA's Affordable Housing clients will be charged out to a direct grant or the Moving to Work program. For purposes of this Cost Approach, properties refer to ones that THA owns or manages and the term program refers to the Rental Assistance and Moving to Work programs administered by THA. In mid-2018, THA will complete its RAD conversion and be left with three Public Housing units. We converted our existing ACC Public Housing portfolio to RAD, setting up a new Tax Credit entity. The remaining Public Housing units are owned by our existing Tax Credit entities. We currently manage our Tax Credit Properties.

THA developed this approach for the following reasons:

1. It allows the agency to easily see the costs directly related to the day-to-day operations of a property or program and determine whether the management of that cost center can support itself. Staff managing the programs and properties will be able to easily discern all related administrative and shared costs. Managers will negotiate if costs are determined unreasonable or if the property or program cannot support the proposed fees.
2. One of the goals of the MTW program is to increase administrative efficiency. By charging these costs out as a fee, it will be easier in the future to identify the administrative efficiencies at the program/property level and the indirect costs that support them. The tax credit entity fees paid to THA is based on a % of their Operating Income, and is distributed to the various support areas within THA.

### **Activity Areas**

THA created three separate activity areas in order to track what it costs the agency to support different types of activities in which the agency engages. The three activity areas are:

- Conventional Affordable Housing (MTW)
- Tax Credit Management (MTW)
- Business Activities (Non-MTW)

THA decided to separate MTW activities into Conventional Affordable Housing and Tax Credit Management in order to tell how much it costs to manage its Tax Credit Portfolio versus its other affordable housing programs, including any remaining Housing properties we

may manage, and Section 8. THA considers any other activities as Non-MTW activities and the revenues and expenses fall under the Business Activity area.

#### ***Program Support Center***

Each of the three activity areas (Business Activities, CAH Activities and Tax Credit Activities) will have a Program Support Center (PSC). This is the equivalent of the Central Office Cost Center (COCC) under the HUD Asset Management model and it contains all of the programmatic support costs related to each of the three activity areas. The expenses will be split out to one of the three support centers based on unit equivalency and where the property or program resides to more clearly identify where administrative expenses fall and measure either the profitability or cost to each of the identified areas.

The end of this plan indicates the breakdown of how the administrative cost portion of the PSC will be charged out.

#### ***Direct Costs***

Any costs that directly and wholly support a particular project or program will be charged as Direct Costs to the respective project or program. The following chart outlines which costs are considered Direct Costs.

**Table 1: Direct Costs**

Program Area	Cost Type	Comments
Property Management	Personnel Costs	
	Office Rent	
	Insurance	Includes property and liability insurance directly related to the AMP
	Program Support Fees	Fees charged to the properties for administrative overhead and costs allocated out that are not under the direct purview of the managers
	Administrative Costs	Includes postage, legal, office supplies, training and travel, mileage, professional services, and eviction costs
	Maintenance Costs	Includes materials, maintenance personnel costs, and contracts
	Utilities	
	Security	
	Relocation due to Reasonable Accommodation	
	Collection Loss	
	PILOT	

<b>Program Area</b>	<b>Cost Type</b>	<b>Comments</b>
	Debt Service Payments	
	Audit Costs	
Rental Assistance	Personnel Costs	
	Office Rent	
	Insurance	
	Program Support Fees	HUD fees and leasing
	HAP Expenses	
	Audit Costs	
	Administrative Costs	Includes postage, legal, office supplies, training and travel, mileage, professional services, and eviction costs

### ***Indirect Costs (Program Support Fees)***

Any indirect costs incurred by THA in support of its properties and programs will be incurred by the Program Support Center. The fees are:

- Administrative Support Fee based on HUD model. This also includes IT, Elderly Service coordinator and leasing cost. We choose not to allocate any costs out to a program or project that is not under their direct control.

### ***Project Support Fee***

The Administrative Support Fee will cover the costs of the services provided by the following:

- Executive Department
- Purchasing
- Asset Management, including compliance and Risk management
- Human Resources Department
- Client and Community Services
- Accounting and Financial Services
- Real Estate Management and Improvement and Capital Fund Monitoring
- Information Technology
- Reasonable Accommodations
- Leasing and Elderly Services Coordinator

There will be two separate rates, one for Rental Assistance programs and one for managed housing units (Property Management). The fee charged to Rental Assistance will be charged to all Rental Assistance Baseline units (MTW Vouchers, FUP, NHT, VASH, etc) Our MTW vouchers (other than RAD) and Mod Rehab properties will be charged based on our MTW baseline regardless of occupancy. RAD (50%), and our special program vouchers (FHP, NHT, VASH) will all be charged based on occupancy. . . The following chart shows how these fees are derived. Fees are broken out by department, and are intended to be reflective of the support provided to the two different areas. As most of our managed housing units are tax credit units, and is a % of income, it shows how the majority of the fee would be broken down as far as income for the different administrative areas that support the properties.

**Table 2: Administrative Support Fee Components**

Administrative Support Fee Components			
Fee	Rental Assistance	Property Mgt.-	
Management Fee			
Executive	\$ 2.00	\$ 2.00	
Human Resources	\$ 1.50	\$ 2.00	
PM Overhead (including rent)	2.50	Remaining	
Bookkeeping Fee	6.00	20.00	
Asset Management Fee	-	10.00	
IT Fee	6.5	9.00	
Community Services	2.50	2.50	
Leasing Support		1.50	
<b>Total Fee:</b>	<b>\$ 21.00</b>	<b>\$ 47.00</b>	

## **Cost Centers**

### Property Management

Property Management uses of funds includes the Direct Costs and Project Support Fees for all of the properties managed by THA. The Property Management source of funds includes Capital Fund, Tenant Revenue, Operating Subsidy, and Other Revenue.

### Rental Assistance

Rental Assistance uses of funds include the Direct Costs and Program Support Fees for all of the voucher programs managed by THA's Rental Assistance Division. These programs include Housing Choice Voucher (HCV), TBRA, SRO/SCO, Project-Based Vouchers, FUP, VASH, NHT,. The sources for Rental Assistance primarily include HAP Revenue and the Administrative Fees paid to the agency by HUD.

In addition to the fees Rental Assistance pays to the Program Support Center, there are other fees paid and earned in this area. All direct costs for all of the Rental Assistance programs will be recorded in our main Section 8 HCV fund in the MTW program. A fee will then be charged to our SRO and non MTW Section 8 programs based on unit equivalencies. This fee will be income earned by the MTW Section 8 HCV program for reimbursement of the expenses incurred by them. The chart below shows the equivalencies used.

**Table 3: Rental Assistance Unit Equivalencies**

Rental Assistance Unit Equivalencies		
CAH (MTW)	Units Supported	Percentage
Section 8	3543	75.00%
TPV Vouchers	301	6.37%
RAD		
Vouchers	482	10.20%
Non-MTW	Units Supported	Percentage
SRO	71	1.50%
FUP	50	1.06%
VASH	177	3.75%
NHT	100	2.12%
	4724	100.00%

### Community Services

The Community Service department supports all THA's Affordable Housing clientele and assists families to move to Self Sufficiency. As we transition our new Voucher holders over to the Housing Opportunities (HOP) program that is both time limited, and a fixed subsidy program, these services have become more important. Additionally, THA has received a number of grants that provide funding for a variety of services to its clients. The majority of these grants do not come with coverage of administrative overhead. None of the income or expenses for direct grants will be part of the MTW program, but overhead costs not reimbursed by the grants will.

THA's Community Service area has traditionally assisted clients when Property Management staff has requested their assistance to help families remain viable tenants when in crisis. Moving to Work status has allowed the agency to continue that role, along with assisting families in a more pro-active way to move towards self-sufficiency.

THA's Community Service department will either hire caseworkers or collaborate with other agencies to assist families at different levels. Community Services works with families who face hardship and cannot meet minimum rent or lease requirements, prepares them to succeed as tenants, and assists tenants in obtaining skills that allow them to become self-sufficient. THA is proud of this focus. It is what makes us more than a real estate developer, more than a landlord, and more than a manager of rental assistance. This is the work that makes us a social justice agency. This is the work that makes us an MTW housing authority.

In the agency's approach to Community Services for the LAMP, the following applies:

- Income and Expenses directly related to a grant is not included in the MTW area.
- All administrative overhead not covered by these grants are charged to a Community Service fund that tracks all MTW costs.
- The Elderly/Disabled Coordinator funded through the Operating Subsidy is charged out as a portion of the management fee to the elderly/disabled projects.
- The costs for the Community Services staff assisting the agency's Property Management portfolio and MTW Voucher holders, along with the administrative costs associated with it, are charged to a Community Services fund supported by the agency's MTW flexibility.
- Costs for both our Education Initiative and Asset Building Programs that are not covered by grant funds would be paid out of MTW funds.

In taking this approach, it allows the Community Services department to operate as a business activity. It is set up in such a manner that THA's Property Management area must negotiate for the level of service it desires and pays to receive, and the cost is known up front.

### Development

THA defines development activities to include modernization of the current portfolio, investigation and design of new affordable and market-rate development opportunities, and administration of the Capital Fund Grant. THA also acts as its own developer in building of affordable housing, and is in the process of expanding its role in the Tacoma community. THA's approach to these activities is to charge any activities related to the current stock of affordable housing or activities funded by the Capital Fund to one of the two MTW activity areas. Any time that THA earns a developer fee as a developer, or performs tasks as either a Public Development Entity (PDE) or a Public Development Authority (PDA), all revenues and expenses will be considered Business Activities (Non-MTW).

Based on historic and projected activities, the agency estimates that Development activities make up approximately 10 – 15 % of the agency support. This figure will be reevaluated annually based on the projects in the pipeline, the funding available to support the activities, and current staffing levels. THA is continually on the lookout for how to increase the affordable housing portfolio, and if opportunities arise, THA intends to use its MTW flexibility for development and rehab of affordable housing units. Additionally, THA has applied for a whole portfolio RAD conversion of its Public Housing portfolio. Our PH stock within THA was converted in 2016, and is now a Tax Credit entity. The remaining Public Housing units are in our existing Salishan and Hillside Communities, which are all ready tax credit properties. It is anticipated we will be able to convert those remaining units by mid 2017.

### **Other Considerations**

#### Personnel

Personnel costs are broken out a number of different ways, depending on which program(s) the staff support, where the funding for the positions comes from, and what the function of each position is.

#### Rent

THA's main office houses the agency's administrative support staff, the Rental Assistance Division and the Real Estate Development Department. We used to break out rent separately as a line item in the budget, and charge the different areas. This is now included in our Management Fee calculations.

### **Differences – HUD Asset Management vs. THA Local Asset Management**

THA is required to describe any differences between the Local Asset Management Program and HUD's asset management requirements in its Annual MTW Plan in order to facilitate the recording of actual property costs and submission of such cost information to HUD:

1. THA is using a modified fee for service as outlined above. In addition to the fee, there are certain expenses (IT, Leasing, and Elderly service coordinator) that could have been allocated out, but as these expenses are not under the control of the Property Manager we included in the fee structure charged out to the properties.
2. Under this plan, THA renamed its Central Office Cost Center (COCC) to the Program Support Center (PSC) and split it into the three different activity areas. In addition, the PSC will track the program management salaries that cannot be directly attributed to a specific project or program, and therefore would be allocated. The fees will be received in the PSC where the costs that would have been allocated out reside.
3. HUD's rules limit the transfer of cash flow between projects, programs, and business activities. THA intends to use its MTW resources and regulatory flexibility to move its funds and project cash flow among projects that support affordable housing without limitation and to ensure that agency operations best meet THA's mission and serve the agency's low-income clientele.
4. In determining the units to use for the basis of the fee, THA chose to use total units, regardless of occupancy status. This differs from the HUD Asset Management model where Housing Authorities are only allowed to charge management and bookkeeping fees for occupied units in each AMP. THA chose to deviate from the rule for two reasons: 1) THA believes that charging a for an unoccupied unit will serve as an incentive to the staff to get the unit leased because the program/property is paying a fee on a unit that is not occupied ; and 2) doing so will allow the administrative staff to budget on a known fee amount, along with covering overhead incurred by the agency whether a unit is leased or not.
5. Under the HUD Asset Management Model the COCC financial information is reported as Business Activities. In THA's LAMP, each activity area has its own Program Support Center (PSC), which is the equivalent of the COCC, and the PSC's that support MTW will be included in the MTW Demonstration Program and the Business Activities PSC will be included in Business Activities column on the FDS.

**F. Program Support Center Chart** – The PSC chart is based on the information known at the time of the submission of the plan. There may be some changes that will impact the actual information in 2018.

**Program Support Center Allocation Detail**

Program Support Center Unit Equivalencies					
Cost Center	Funding Source	CAH (MTW) Unit Equiv.	Tax Credit (MTW) Unit Equiv.	Business Activities (Non-MTW) Unit Equiv.	Total Units
Rental Assistance	Mod Rehab SR0003			30	30
	Mod Rehab SR0002			41	41
	Section 8 Vouchers	3,543		3,543	
	Life Manor TPV Vouchers- Roll into MTW 07/01/12	150		150	
	Hillside Terrace Relocation Vouchers	103		103	
	Wedgewood	48		48	
	FUP Vouchers		50	50	
	NHT Vouchers		100	100	
	VASH Vouchers		177	177	
	RTH RAD Vouchers	456			
Property Management: Local Fund Units	Bay Terrace 1 RAD Vouchers	26			
	Salishan 7			90	90
	RTH1		150	150	
	RTH2		162	162	
	RTH3		170	170	
Property Management-Public Housing Amp's	AMP 6 - Scattered Sites	6		6	
Property Management: Tax Credit Partnerships	Hillside Terrace		21	21	
	Hillside Terrace 2		25	25	
	Hillside Terrace 1500 Blk		16	16	
	Bay Terrace 1		70	70	

	Bay Terrace 2	74	74	
	Salishan 1	90	90	
	Salishan 2	90	90	
	Salishan 3	90	90	
	Salishan 4	90	90	
	Salishan 5	90	90	
	Salishan 6	90	90	
3rd Party Managed - 50 % equivalency	Highland Crest - Should be online by 1/1/18	36.5	73	
	James Center North - Unit equivalents estimate- online by 1/1	10	20	
	New Look	24	48	
	Outrigger Apts.	24.5	49	
	Prairie Oaks	7.5	15	
<b>Total Units for Allocation purposes</b>		<b>4,332</b>	<b>1,252</b>	<b>567</b>
				<b>5,771</b>
Development	THA MTW Support Including CFP - 25%	216		216
	THA as Developer - 75%		649	649
	<i>Unit Equivalents - 15% of Total Units available for allocation</i>	216	649	866
<b>Total Units/Unit Equivalents - 15% of Units</b>		<b>4,548</b>	<b>1,252</b>	<b>1,216</b>
				<b>7,016</b>
<b>Program Support Center Equivalencies (% of All Units)</b>		<b>64.83%</b>	<b>17.85%</b>	<b>17.33%</b>
				<b>100%</b>

## **APPENDIX C: USE OF MTW RESERVES**



## TACOMA HOUSING AUTHORITY

### RESOLUTION 2017-12-13 (2)

Date: December 13, 2017

To: THA Board of Commissioners

From: Michael Mirra  
Executive Director

Re: MTW Reserve Commitment

*This resolution would update the Board's commitment of Tacoma Housing Authority's (THA) Moving to Work (MTW) reserves. These reserves are essential for purposes vital to THA's mission and to cover important obligations.*

#### Background

THA is an MTW agency, and therefore subject to Housing and Urban Development (HUD) Cash Management rules. At the moment, any eligible Housing Assistance Payment (HAP) funds not reported on the agency's month report as HAP expenditures remain at HUD until the agency submits a request based on expenditures to draw it down.

Furthermore, HUD is not requiring MTW agencies to report on the status of their commitments on their Voucher Management System (VMS) report annually.

Over the years, THA has built up reserves in both its MTW and Business Activity areas. In doing so, the agency plans for the future in both capital and operational areas, and identifies areas where the Reserve funds will allow THA to move forward on accomplishing its goals.

Formally committing these funds with Board approval is a useful planning tool. It also helps HUD understand their purposes.

Resolution 2016-12-14(9) provided the latest approved list of commitments for 2017. This resolution will update the agency commitments based on the 2018 Budget.

#### Recommendation

Approve Resolution 2017-12-13(2) committing THA MTW reserves as identified in the attached Schedule of MTW Reserve Commitments.



## TACOMA HOUSING AUTHORITY

### RESOLUTION 2017-12-13 (2)

(Commitment of Moving to Work Reserves)

WHEREAS, For THA to be effective in its mission it must plan its use of financial resources over multi-year periods and has assembled reserves for those purposes; and

WHEREAS, The Authority has assembled adequate reserves for those purposes through its responsible, prudent, and patient management and budgeting; and

WHEREAS, The attached Schedule of MTW Reserve Commitments updates Resolution 2016-12-14(9), and reflects the Authority's current plans for such capital and operational expenditures of MTW reserves; and

WHEREAS, The Authority intends to include a Schedule of MTW Reserve Commitments in the MTW annual report, including language that allows for shifting monies between the identified commitments; now, therefore, be it

*Resolved by the Board of Commissioners of the Housing Authority of the City of Tacoma, Washington that:*

1. The Board authorizes commitments of the Authority's MTW Reserves as outlined in the attached Schedule of MTW Reserve Commitments, subject to adjustment in future budgets and budget revisions.
2. The Board authorizes the Executive Director to include the latest MTW Reserve Commitments in the annual MTW Report submitted to HUD.

Approved: December 13, 2017

  
Janis Flauding, Chair

**Resolution 2017-12-13 (2) Backup**  
**Schedule of MTW Reserve Commitments**

Planned Expenditure	Current Commitment	Revised Commitment	Planned Expediture Date
Renovation/Remodel of Salishan Family Investment Center	\$ 669,100	\$ 1,241,650	12/31/2018
Renovation of Salishan Maintenance Shop	\$ 286,500	Included in FIC Remodel	
Software Conversion (Open Door/Intacct)	\$ 150,000	\$ 500,000	6/30/2017
Education Projects - McCarver & Others	\$ 310,000	\$ 310,000	12/31/2020
Children Savings Account Cohort	\$ 270,000	\$ 270,000	12/31/2020
Affordable Housing (Re)Development (Hilltop)	\$ 2,500,000	\$ 2,500,000	12/31/2020
Bay Terrace 3 Funding Gap	\$ -	\$ 2,500,000	12/31/2020
<b>Total Committed Funds</b>	<b>\$ 4,185,600</b>	<b>\$ 7,321,650</b>	