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| <b>Streamlined Annual<br/>PHA Plan<br/>(HCV Only PHAs)</b> | <b>U.S. Department of Housing and Urban Development<br/>Office of Public and Indian Housing</b> | <b>OMB No. 2577-0226<br/>Expires: 09/30/2027</b> |
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**Purpose.** The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services. They also inform HUD, families served by the PHA, and members of the public of the PHA's mission, goals, and objectives for serving the needs of low-, very low-, and extremely low- income families.

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

**Definitions.**

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

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| <b>A.</b> | <b>PHA Information.</b>   |
| A.1       | <p>PHA Name: _____ PHA Code: _____</p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): _____</p> <p>PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above)</p> <p>Number of Housing Choice Vouchers (HCVs) _____</p> <p>PHA Plan Submission Type: <input type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission</p> <p><b>Public Availability of Information.</b> In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA and should make documents available electronically for public inspection upon request. PHAs are strongly encouraged to post complete PHA Plans on their official websites and to provide each resident council with a copy of their PHA Plans.</p> |

**PHA Consortia:** (Check box if submitting a joint Plan and complete table below)

| Participating PHAs | PHA Code | Program(s) in the Consortia | Program(s) not in the Consortia | No. of Units in Each Program |
|--------------------|----------|-----------------------------|---------------------------------|------------------------------|
| Lead HA:           |          |                             |                                 |                              |
|                    |          |                             |                                 |                              |
|                    |          |                             |                                 |                              |
|                    |          |                             |                                 |                              |

**B. Plan Elements.**

**B.1 Revision of Existing PHA Plan Elements.**

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

Y N

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

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

**B.2 New Activities.**

(a) Does the PHA intend to undertake any new activities related to the following in the PHA's applicable Fiscal Year?

Y N

Project-Based Vouchers

(b) If Project-Based Voucher (PBV) activities are planned for the applicable Fiscal Year, provide the projected number of PBV units and general locations, and describe how project-basing would be consistent with the PHA Plan.

**B.3 Progress Report.**

Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan.

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| <b>B.4</b>  | <b>Capital Improvements.</b> – Not Applicable  |
| <b>B.5</b>  | <p><b>Most Recent Fiscal Year Audit.</b></p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y   N   N/A<br/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>  |
| <b>C. Other Document and/or Certification Requirements.</b> |  |
| <b>C.1</b>  | <p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) have comments to the PHA Plan?</p> <p>Y   N<br/> <input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> |

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| <p><b>C.2</b></p> | <p><b>Certification by State or Local Officials.</b></p> <p>Form HUD 50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>   |
| <p><b>C.3</b></p> | <p><b>Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.</b></p> <p>Form HUD-50077-ST-HCV-HP, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>   |
| <p><b>C.4</b></p> | <p><b>Challenged Elements.</b> If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p style="margin-left: 40px;">Y    N</p> <p style="margin-left: 40px;"><input type="checkbox"/>   <input type="checkbox"/></p> <p>(b) If yes, include Challenged Elements.</p> |

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**Goals and Objectives.** Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income, very low-income, and extremely low-income families for the next five years.

#### **Expand Housing Opportunities (Voucher Administration)**

Apply for additional vouchers, to the extent they are available

**Update: This goal was not achieved during 2025 based on Federal funding levels being uncertain. We did, however, apply for any set-aside funding category that was applicable to our Agency.**

Actively review SAFMR's (in connection with review of two-year tool) to provide best Payment Standards allowable for voucher holders to gain flexibility in the use of their vouchers and reduce rent burden.

**Update: Payment standards are currently at 120% of small area fair market rents. Although WHHA had asked for an MTW Waiver in our first MTW Supplement filed with HUD to allow for payment standards up to 150% of the small area fair market rents, we were unable to institute this based on Federal funding levels and shortfall status in FY2025.**

Conduct outreach efforts to attract potential new landlords

**Update: This is ongoing but we are happy to report that we have registered 4 new landlords in FY2025.**

Continue to grow project-based voucher program to the extent possible

**Update: During FY2025, WHHA executed a HAP contract with a private developer, bringing 15 new construction project-based units to a highly desirable area of West Hartford. At the end of FY2024, WHHA executed an AHAP contract with a related developer, which will bring an additional 15 units of new construction project-based units to another highly desirable area of West Hartford. These units are expected to come online in Spring 2026. We were unable to move forward with any other project-basing initiatives based on Federal funding levels and shortfall status in FY2025.**

Continue to advertise the need for rental units and encourage the participation of landlords through landlord forums, emails blast, social media and our website.

**Update: This is ongoing. During 2025, potential landlords are being encouraged to advertise their available rentals on [affordablehousing.com](https://affordablehousing.com).**

Provide landlord incentives through our designation as an MTW Agency (waiver request to be made)

**Update: WHHA did not apply for this waiver in the FY2025 MTW Supplement. We do not anticipate adding this to the FY2026 MTW Supplement based on Federal funding levels. This is an initiative WHHA would like to implement through our MTW Supplement as soon as reasonably possible.**

Provide extended time limit to voucher holders searching for a unit

**Update: Based on confirmed funding shortfall status in June 2025, new voucher issuance ceased at that time. Prior to that, participants were provided (6) months or 180 days, with the possibility of an additional (60) day extension for extenuating circumstances.**

Provide all landlords with landlord briefings

**Update: This is ongoing. Landlords are provided with individual briefings on an as needed or requested basis.**

Continue to promote leasing in high opportunity zip codes under SAFMR's

**Update: WHHA leased up 15 new construction project-based units in a highly desirable area of West Hartford and has another 15 new construction PBV units to be leased upon construction completion in a separate but highly desirable area of West Hartford. In addition, as a result of payment standards at 120% of small area fair market rents, we are finding that tenants are able to secure housing in all zip codes in West Hartford, some areas of which had been unattainable prior to that increase in payment standard. \*Particularly in the higher cost areas, such as the 06107 and 06117 zip codes.**

#### **Expand Housing Opportunities (Development)**

Acquire or development new, or renovated units

**Update: 49 units of new construction under the 9% LIHTC program (39 affordable, 10 market rate) are currently under construction by a developer related to WHHA. Expected completion date is spring of 2026.**

Implement innovative approaches to support the creation of additional affordable housing opportunities for West Hartford through strategic partnering.

**Update: No update to this goal in FY2025.**

Creation of a Land Trust to provide tax incentive donations of residential and brownfield properties by local owners for conversion to housing.

**Update: No update to this goal in FY2025.**

#### **Improve Cost Efficiency and Participant Satisfaction (Voucher Administration)**

Utilize website to allow for more efficient staff time and increase user satisfaction. This could include video tutorials, flowcharts with action steps, information on wait list openings

**Update: This remains in the planning phase.**

Consider creating videos for initial briefings, FSS, lease compliance, recertification

**Update: This remains in the planning phase.**

Streamline annual recertification to allow for biennial recertifications

**Update: WHHA is planning to add this as an activity in the FY2026 MTW Supplement.**

Continue to perform unit inspections on a biennial schedule

**Update: This is an ongoing activity which has continued.**

#### **Improve Cost Efficiency, Tenant Satisfaction and Quality of Life of Tenants (Managed Properties)**

Utilize websites to allow for more efficient staff time and increase user satisfaction. This could include videos of units, flowcharts with action steps, information on wait list openings.

**Update: This remains in the planning phase.**

Partnership with WHPD to increase presence of monitoring and perform security risk assessments at each managed property

**Update: No update to this goal in FY2025.**

Increase tenant satisfaction through excellent customer service, lease enforcement and upkeep of buildings, grounds and units. Monitor such through the use of tenant surveys. Review and analyze results to create goals for future success.

**Update: Tenant surveys are planned to be sent out again in either the 4<sup>th</sup> quarter of FY2025 or 1<sup>st</sup> quarter of FY2026. We will be able to determine success rate with current tenants and to be able to plan for improvements based on the outcome of these surveys. Lease enforcement and compliance reporting are among the top goals of the property management team. The facilities team is working on a team based approach, with certain team members focused on areas of their expertise (i.e. grounds, unit turns, work orders, etc. ).**

Continue with management walkthroughs of the managed buildings to create engagement from the top down, using a team approach.

**Update: This is a continual and ongoing effort.**

Create sense of community among tenants through continual involvement of Resident Services Coordinators through communication, involvement with residents, hosting of social gatherings, etc.

**Update: This is a continuous and ongoing effort at all managed properties to increase tenant engagement and community awareness.**

Promote existing Family Self-Sufficiency program to Housing Choice and Project Based participants

**Update: During FY2025, several information sessions on the FSS program were provided to project based participants and were hosted at project based communities. The result of these information sessions were (8) new participants enrolled in the program. Prior to WHHA ceasing voucher issuance as a result of shortfall status, all new voucher holders were given information on the FSS program. Social media blasts with respect to the FSS program and some of its recent graduates are also made, with the goal of program awareness.**

#### **Promote Self-Sufficiency**

Provide or attract supportive services to improve assistance

**Update: This remains in the planning phase.**

Provide or attract supportive services to increase independence for the elderly or families with disabilities

**Update: This remains in the planning phase.**

Develop a newsletter, email blast or social media posting to highlight achievements of program participants who become self-sufficient or meet their FSS goals.

**Update: For the two graduates from the FSS program in FY2025, WHHA has done social media posts recognizing the graduates anonymously in an effort to promote not only their individual success but also the success of the program, and to bring awareness to the public of such a program for HCV and PBV participants.**

Host financial literacy or credit 101 workshops with local Banks

**Update: A partnership with CT Money School Advancing Connecticut Together was established in May 2025. Participants in the FSS Program can complete their financial literacy courses through this partnership. Through its CT Money School, ACT helps improve the knowledge, confidence, and personal finance skills of low and moderate residents of Connecticut. CT Money School has developed a curriculum of eleven modules: budgeting, savings, and banking, borrowing, credit, financial resiliency, asset building, protecting yourself, investing 1& 2, and home ownership.**

Provide a referral base for community resources

**Update: Community resource materials are provided on a monthly basis as part of an FSS newsletter initiative.**

Continued partnership with Town Dept of Social Services

**Update: There are ongoing and continuous efforts between the WHHA staff and the Town of West Hartford Social Services staff to share information and to provide referrals.**

#### **Attract, Retain and Develop Qualified Staff**

Foster workplace environment where employees feel supported and encouraged to pursue on-going professional development

**Update: This is an ongoing effort. In FY2025, employees were asked to send three professional goals to their Manager. The Leadership Team is responsible for reviewing the goals in order to determine best course of action for each employee. One outcome of such exercise so far has been additional training sessions set up for staff.**

Provide access to training programs and certifications for all employees

**Update: This is an ongoing and continuous effort across all departments at WHHA. The Leadership Team is responsible for ensuring access to training programs for their departmental employees. So far in FY2025, this has been an area of focus for the Leadership Team.**

Promote diversity, equity and inclusion.

**Update: This is ongoing as we aim to have an incredibly talented and diverse workforce at WHHA.**

Continue to provide online and in-house employee development

**Update: This is ongoing and continuous. Externally, staff are encouraged to attend outside trainings. Internally, staff meet regularly with their Managers for information sharing and informal training sessions. New employee training is a mixture of external and internal training.**

#### **Increase Public Awareness of Agency and Affordable Housing**

Promote housing programs through new landlord trainings

**Update: This remains in the planning phase.**

Promote initiatives through comprehensive communications program

**Update: This goal has just only been started by means of social media posting on Facebook, Instagram and LinkedIn. The intent would be to continue this and to grow into newsletters and email blasts.**

Pursue opportunities for collaboration and partnership with local organizations and entities.

**Update: This is an ongoing effort. Specific to the FSS program, the WHHA has reorganized the Program Coordinating Committee in an effort to network with existing service providers, as well as recruit new providers within the community that provide public/private supportive services which our participants may find beneficial to them.**

#### **Excellence in the Administration of Programs (Voucher)**

Continue to provide excellent customer service and set goals to monitor success.

**Update: One of the initiatives we completed in FY2025 was to implement a new phone system. The phone system has the ability to give us more detailed analytics than what we previously had. In addition, we've added a staff person to answer the main phone line and attend to walk ins at the door. Both of these have dramatically decreased the amount of complaints received.**

Provide customer service training to all employees who are public facing

**Update: This remains in the planning phase. WHHA is planning an Agency Wide three part training series, focused on creative thinking and problem solving, with a mission driven focus. The training series will begin in 4<sup>th</sup> quarter of FY2025 and extend into FY2026.**

Create a tenant survey for program participants to express their concerns with services and to improve housing needs in the community

**Update: This remains in the planning phase.**

Continue to assess opportunities for innovative ideas to make our staff more accessible to the public, but in a more efficient manner.

**Update: Although WHHA has brainstormed some ideas with respect to this goal, this remains in the planning phase.**

Utilize software program to allow tenants self service for recertifications

**Update: This remains in the planning phase.**

Organize and revamp the Resident Advisory Board.

**Update: The Resident Advisory Board was re-organized in FY2024 in order to engage participants in the Annual and Five Year Plan Submission, as well as the MTW Supplement Submission. A mass mailing was sent to all voucher program participants, announcing the RAB and asking for participation. New voucher holders are advised of the RAB upon voucher issuance. To date, we've responded to multiple inquiries from the RAB participants and held (4) phone conferences/meetings.**

#### **Excellence in the Administration of Programs (Managed Properties)**

Maintain 95% or better occupancy/utilization rate for each managed property.

**Update: This remains a goal.**

Continue to provide excellent customer service and set goals to monitor success.

**Update: Tenant surveys are planned to be sent out again in either the 4<sup>th</sup> quarter of FY2025 or 1<sup>st</sup> quarter of FY2026. We will be able to determine success rate with current tenants and to be able to plan for improvements based on the outcome of these surveys.**

Provide customer service training to all employees who are public facing

**Update: This remains in the planning phase. WHHA is planning an Agency Wide three part training series, focused on creative thinking and problem solving, with a mission driven focus. The training series will begin in 4<sup>th</sup> quarter of FY2025 and extend into FY2026.**

Continue to assess opportunities for innovative ideas to become more efficient in our daily activities

**Update: Although WHHA has brainstormed some ideas with respect to this goal, this remains in the planning phase.**

Utilize software program to allow tenants to utilize self service for recertifications, rent payments, work orders

**Update: This remains in the planning phase. Initial meetings have occurred with our software provider to begin rolling out this capability by early FY2026, beginning first with rent payments, followed by work orders and then self-service recertification.**