



RENO HOUSING AUTHORITY

2024 ANNUAL REPORT

MTW

Local • Innovative • Solutions

Submitted to HUD on September 30, 2024.

About RHA

The Housing Authority of the City of Reno (RHA) was established on October 6, 1943, as a municipal corporation under Nevada Revised Statute (NRS) 315. Following its creation, RHA was appointed as the Public Housing Authority (PHA) for both the City of Sparks and Washoe County.

Mission Statement

Provide fair, sustainable, quality housing in diverse neighborhoods throughout Reno, Sparks and Washoe County that offers a stable foundation for low-income families to pursue economic opportunities, become self-sufficient and improve their quality of life.



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SECTION I

INTRODUCTION



I. Introduction

A. Agency Overview

Fiscal Year (FY) 2024, was RHA’s eleventh year as a Moving to Work (MTW) agency. Throughout the year, housing choice remained limited in the Truckee Meadows and costs remained out of reach for many low-income renters. Several years of economic growth resulted in a population influx that diversified the area’s workforce and bolstered the local economy, however the region’s available housing inventory failed to keep pace and a housing shortage followed. The high demand and low supply of affordable housing that began in FY 2017, continued in FY 2024 with similar issues noted within the single-family housing market. In June 2024, the median sales price for a single-family home in Reno was \$610,000, up slightly from this same period in 2023¹.

With the area’s housing shortage continuing to linger even now, RHA’s mission to provide sustainable and quality housing as a foundation for low-income families to pursue economic opportunities, become self-sufficient and improve their quality of life remains at the forefront for the agency. RHA’s participation in MTW for over a decade has provided the agency with innovative ways to support the local community while also staying true to the agency’s mission.

B. What is MTW?

MTW is a federal demonstration program, established by Congress in 1996, that offers a limited number of “high performing” PHAs the opportunity to propose and test innovative, locally designed approaches to administering housing programs and self-sufficiency strategies. The program permits PHAs to combine federal funds from the Public Housing (PH) operating fund, Capital Fund Program (CFP) and Housing Choice Voucher (HCV) program into a single, agency-wide funding source known as a “block grant”. This block grant approach does not provide MTW PHAs with additional funding from the U.S. Department of Housing and Urban Development (HUD) but allows PHAs to use their federal funding in a more flexible manner.

After receiving HUD’s approval, PHAs participating in the MTW program can waive certain provisions in the United States Housing Act of 1937 along with some of HUD’s requirements and regulations to explore different and creative ways to improve their housing programs. Implementing policy changes based on unique local circumstances allows each MTW PHA to more effectively address the challenges faced by low-income families in their community. However, each of the activities proposed and implemented by the PHA must address at least one of three MTW statutory objectives.

RHA’s designation as an MTW agency

After a national competition was held in 2012, RHA was selected and designated as one of four new MTW agencies in 2013. The MTW agreement between RHA and HUD, executed on June 27,

MTW Statutory Objectives

- Increase housing choices for low-income families.
- 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 assist people to obtain employment and become economically self-sufficient.
- Reduce costs and achieve greater cost effectiveness in federal expenditures.

¹ <https://www.redfin.com/city/15627/NV/Reno/housing-market>



2013, was initially effective through RHA's FY 2018. On December 18, 2015, President Obama signed the FY 2016 Consolidated Appropriations Act into law. Pursuant to Section 239 of Title II, Division L of the Act, RHA's MTW agreement was extended through FY 2028. On March 8, 2024, Congress passed H.R. 4366, the Consolidated Appropriations Act of 2024. Passage of this legislation will provide initial MTW agencies, including RHA, a 10-year extension of the MTW agreement, which can now be extended through FY 2038.

What is the purpose of the MTW Annual Report?

The MTW Annual Report highlights and details the MTW activities approved by HUD and implemented by RHA during the plan year. The report provides comparisons of actual outcomes to the benchmarks set forth in the FY 2024 MTW Annual Plan for each newly approved activity. It also provides an update on each of the ongoing activities that were approved and implemented by the agency in previous plan years. Overall, the report describes RHA's accomplishments in the areas of housing choice, self-sufficiency, and cost effectiveness. It is presented in the required outline and format established in Attachment B of RHA's executed MTW agreement with HUD.

In FY 2024, RHA proposed and received approval from HUD for the following new MTW activities:

- *Time-Limited Workforce Development Vouchers*
RHA will establish a partnership referral program to allow the agency to provide time-limited housing assistance to clients referred by one of RHA's non-profit partners.
- *Local Project Based Voucher Program*
RHA has implemented several activities surrounding Project Based Vouchers (PBV). Through this activity, RHA consolidated each of its implemented PBV activities into one Local Project Based Voucher Program activity.

In addition, RHA amended the following activities in FY 2024 which were previously approved by HUD:

- *Simplify rent calculations and increase the minimum rent*
In 2014, RHA raised the minimum rent from \$50 to \$75 to save HCV HAP expense and PH operating subsidy. Based on current rental market conditions, RHA increased the minimum rent in FY 2024 to \$100.
- *Landlord Incentive Program*
RHA amended this activity to allow for an automatic payment of the second month to the landlord. Furthermore, the payment amount may be modified to ensure the landlord receives the actual contract rent amount for the unit rather than the monthly HAP amount. In addition, to provide more of an incentive to landlords who lease to RHA's HCV participants, RHA began implementing a re-lease bonus and a landlord referral bonus.
- *Redetermination of rent reasonableness as a result of a change in contract rent*
RHA will continue to waive the requirement for rent reasonableness determinations provided that the new requested rent amount is a change of 10% or less and automatically approves requests that are at or below the current HCV payment standard.



Overview of RHA's short and long term MTW goals and objectives

As one of the initial 39 MTW agencies designated by HUD, RHA has utilized the flexibilities offered to provide clients with streamlined processes, innovative programs, and new affordable housing units. RHA's MTW activities continue to be focused on the principals set forth in the agency's mission as well as the goals outlined by RHA's Board of Commissioners in its strategic plan. The following five goals were identified and have guided the agency's MTW program: (1) increase the amount of affordable housing to provide sustainable, quality housing in diverse neighborhoods; (2) offer a stable foundation for low-income families to pursue economic opportunities aimed at breaking the cycle of poverty amongst RHA's HCV participants and PH residents; (3) improve quality of life for RHA's families including health and wellness; (4) become an integral part of the community and create activities that assist local housing efforts; and (5) continue to make data driven decisions.

Progress toward goals and objectives

Expanding housing choice, streamlining agency operations, and developing creative solutions that meet the needs of low-income families in our community continues to be the overarching goal of RHA's MTW program. New initiatives that further both the MTW statutory objectives and RHA's strategic plan will always be explored and proposed as an MTW activity if feasible.

Over the past several years, RHA explored new construction opportunities and reviewed the capital needs of each of its PH properties to identify necessary capital improvement expenditures that will preserve, maintain, and enhance each of these complexes. Despite the lack of federal funding to address the necessary repairs needed at PH properties across the country, RHA has strived to maintain its portfolio to the highest standards possible to ensure long-term viability. In FY 2024, based on information provided through a Capital Needs Assessment, RHA submitted applications to HUD to reposition Silverada Manor and Hawk View Apartments using HUD's Rental Assistance Demonstration (RAD) and Section 18 Demolition/Disposition (Section 18).

With an estimated budget of \$73 million, Silverada Manor is comprised of 150 units that will undergo a substantial rehabilitation utilizing a variety of funding sources. In partnership with Brinshore Development, RHA will redevelop this property and reposition these 150 PH units to PBVs using HUD's RAD/Section 18 blend. RHA recently received the HUD RAD Conversion Commitment letter and is on track to close in the fall of 2024 however, supply chain issues led to a retooling of the construction and relocation schedule. Recent pricing saw a 22% increase which resulted in value engineering being undertaken to work toward finalizing the budget for this project.

At the same time, RHA applied to HUD for Section 18 disposition of Hawk View Apartments. This PH complex, currently consisting of 100 units, will be demolished and 199 units will be redeveloped on site. The project budget of \$85 million leverages various funding sources including 4% LIHTC, tax-exempt bonds, HOME funds, Home Means Nevada Initiative funds (American Rescue Plan Act SLFRF dollars), and MTW block grant funds. Resident relocation is nearing completion with financial closing and construction start scheduled for October/November 2024.

In addition to the progress made on repositioning RHA's PH portfolio, the agency has also made significant progress on Railyard Flats, a new 15-unit affordable housing development in Sparks, Nevada. RHA purchased the 1/3-acre parcel in 2023 utilizing American Rescue Plan Act (ARPA) funds from the State of Nevada. It will target households at or below 60% AMI with four of the units set aside for households at or below 30% AMI. All units will include energy-efficient and all-



electric appliances. Finally, the project is in an area of significant economic investment and redevelopment in downtown Sparks. Future tenants will be within easy walking distance of a major public transportation hub as well as retail and employment opportunities.

With a budget of \$6,811,915, construction of Railyard Flats broke ground in early 2024 and has proceeded ahead of schedule and under budget since then. The project is near 60% complete as of June 30, 2024, and expected to be complete by October. The funding is coming from a variety of sources including, Home Means Nevada Initiative funds (American Rescue Plan Act SLFRF dollars), HOME-ARP, and MTW Block Grant funds.

Non-MTW goals and objectives

In addition to the short-term and long-term goals and objectives previously identified, in FY 2024 staff worked to achieve the short-term strategic goals identified by RHA's Board of Commissioners. Throughout FY 2024, RHA:

- Reviewed and updated the HCV payment standards to ensure their viability with today's rental market to maintain adequate lease up levels within the HCV program.
- Assessed RHA's scattered site portfolio to evaluate estimated appraised value, capital needs, operating efficiency, energy efficiency, etc. A strategy has been developed to identify the best use of the portfolio to further affordable housing development and the possible ways that homeownership opportunities could be offered to members of the community.
- Increased staff efficiencies by fully implementing An Electronic Document Management System (EDMS) to manage the use and storage of documents created throughout the organization.
- Implemented new PHA application specific software, Yardi Systems, to increase staff efficiencies.
- Created a strategy to expand the overall footprint of RHA's Resident Services programs.



SECTION II

GENERAL OPERATING INFORMATION



II. General Housing Authority Operating Information

About RHA

Currently, RHA manages 751 units of PH in eight different locations within the cities of Reno and Sparks that are leased to eligible low-income families, the elderly, and persons with disabilities. Utilizing the Neighborhood Stabilization Program (NSP) and other identified funding sources, RHA acquired over 200 scattered site properties throughout the local area; 166 of these are still a part of the agency's housing portfolio. While some of these scattered site rental properties are leased to higher income families, the majority are specifically allocated to house very low-income households. In addition to these PH and scattered site units, RHA owns nine unaided multi-family housing properties that provide an additional 376 affordable housing units, one LIHTC property providing 44 units of affordable housing to seniors, and one complex with 12 units dedicated specifically to housing low-income veterans. RHA continues to ensure that many of these properties are leased at levels that are lower than HUD's Fair Market Rents (FMRs) for Washoe County.

RHA also operates several rental assistance programs created under Section 8 of the 1974 Federal Housing and Community Development Act which provides housing assistance to more than 2,500 low-income families and individuals residing in privately owned housing throughout Reno, Sparks and Washoe County. RHA also works closely with the local Department of Veterans Affairs (VA) office to provide assistance to over 400 veterans through the HUD-VA Supportive Housing (VASH) Program. RHA was also awarded 137 Emergency Housing Vouchers (EHV) to assist unsheltered community members with housing and 15 vouchers through the Foster Youth to Independence (FYI) Program. Through these programs, RHA helps ensure nearly 6,000 people in the Truckee Meadows have a safe, secure place to call home.

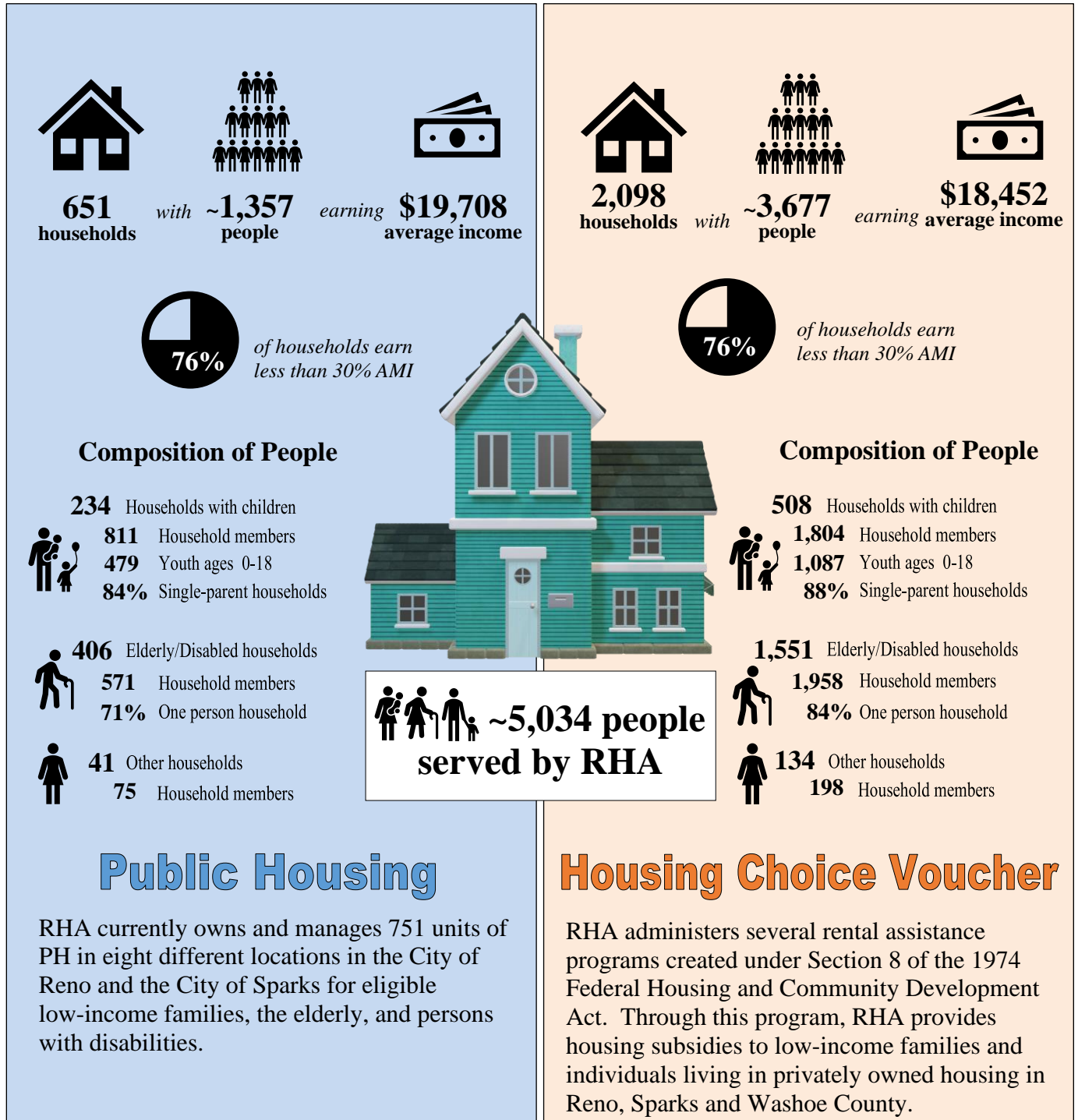
Households Served

Throughout FY 2024, RHA served 2,877 households through its PH and HCV programs of which 128 households moved off for various reasons. At the end of FY 2024, RHA was serving 2,749 households including 1,566 children, 1,594 people with disabilities and 1,546 elderly household members.² The average income for households living in RHA's PH complexes was \$19,708 and 75.58% of these households had annual incomes at or below 30% of the Area Median Income (AMI). Similarly, the average income for households assisted through RHA's HCV program on June 30, 2024, was \$18,452 and 75.98% of these households had annual incomes at or below 30% of the AMI.

² Some households are both elderly and disabled. On June 30, 2024, RHA had 675 HCV households and 186 PH households who were both elderly and disabled.



On June 30, 2024, RHA was providing housing assistance to 2,749 active households through its PH and HCV programs.³



Public Housing

RHA currently owns and manages 751 units of PH in eight different locations in the City of Reno and the City of Sparks for eligible low-income families, the elderly, and persons with disabilities.

Housing Choice Voucher

RHA administers several rental assistance programs created under Section 8 of the 1974 Federal Housing and Community Development Act. Through this program, RHA provides housing subsidies to low-income families and individuals living in privately owned housing in Reno, Sparks and Washoe County.

³ Number of active households indicated here does not include VASH, FYI or EHV participants.



The following table shows demographic information for active PH residents and HCV participants who were housed on June 30, 2024. The table includes residents/participants who were leased up under RHA's programs but excludes households who ported out of RHA's jurisdiction as well as those assisted through the VASH, EHV, and FYI programs.

Assisted families housed on June 30, 2024				
	PH residents		HCV participants	
Total # households	651	100%	2,098	100%
Income Level				
Extremely Low Income	492	75.58%	1,594	75.98%
Very Low Income	101	15.51%	404	19.26%
Low Income	40	6.14%	91	4.34%
Above Low Income	18	2.76%	9	0.43%
Family Type				
Elderly Disabled	186	28.57%	675	32.17%
Elderly Non-Disabled	114	17.51%	464	22.12%
Non-Elderly Disabled	106	16.28%	412	19.64%
Non-Elderly Non-Disabled	245	37.63%	547	26.07%
Race of Head of Household				
White	515	79.11%	1,637	78.03%
Black/African American	84	12.90%	362	17.25%
American Indian or Alaska Native	17	2.61%	51	2.43%
Asian	42	6.45%	75	3.57%
Native Hawaiian/Other Pacific Islander	9	1.38%	18	0.86%
Ethnicity of Head of Household				
Hispanic or Latino	164	25.19%	354	16.87%
Not Hispanic or Latino	487	74.81%	1,744	83.13%



A. Housing Stock Information

i. Actual New Project Based Vouchers

The following table reflects tenant-based vouchers that RHA project-based for the first-time during FY 2024 and includes only those where at least an Agreement to enter a Housing Assistance Payment (AHAP) was in place by the end of FY 2024.

Property Name	Number of Vouchers Newly Project-Based		Status at End of Plan Year**	RAD?	Description of Project
	Planned*	Actual			
Hawk View Apartments	99	0	Committed	No	PH general occupancy site that is being repositioned through Section 18 Demolition/Disposition.
Silverada Manor	149	0	Committed	Yes	PH general occupancy site that is being repositioned using RAD PBV/Section 18 blend.
Privately Owned Properties	16	16	Committed and Leased/Issued	No	Eight privately owned properties have been leased/issued PBVs through a competitive process another eight remain committed through the execution of an AHAP.
Total: Planned or Actual Newly Project-Based	264	16			

* Figures in the “Planned” column should match the corresponding Annual MTW Plan.

** Select “Status at the End of Plan Year” from: Committed, Leased/Issued

Differences between the Planned and Actual Number of Vouchers Newly Project-Based:

Both Hawk View Apartments and Silverada Manor have experienced delays during the repositioning process which accounts for the difference noted here. Financial closing for Hawk View Apartments is scheduled to take place soon with construction starting in October/November 2024. Similarly, the financial closing for Silverada Manor has been delayed until the fall 2024 with construction beginning sometime after that date.



ii. Actual Existing Project-Based Vouchers

The following table reflects tenant-based vouchers that RHA is currently project-basing in FY 2024 and includes only those where a HAP contract was in place by the beginning of FY 2024.

Property Name	Number of Project-Based Vouchers		Status at End of Plan Year**	RAD?	Description of Project
	Planned*	Actual			
Mobility Demonstration	22	19	Leased/ Issued	No	PH residents in good standing are allowed to move to RHA’s scattered site properties with a PBV.
Single Family Home PBVs	10	14	Leased/ Issued	No	RHA has several single-family homes which are shifted to a PBV if/when the unit become vacant.
Yorkshire Terrace	12	11	Leased/ Issued	No	RHA has assigned units at Yorkshire Terrace, a 30-unit Low Income Housing Tax Credit (LIHTC) property.
Partnerships	10	10	Leased/ Issued	No	RHA has agreements with several nonprofit community partners and property owners to provide affordable housing.
Willie J. Wynn Apartments	12	12	Leased/ Issued	No	An affordable housing development designed specifically to support seniors aging in place.
Privately Owned Properties	33	33	Leased/ Issued	No	Privately owned properties are being assigned PBVs through a competitive process.
Pilgrims Rest	7	7	Leased/ Issued	No	Privately owned senior complex managed by RHA.
VASH PBV	75	43	Leased/ Issued	No	Privately owned properties have been assigned VASH PBVs.
Total:	181	149			

* Figures and text in the “Planned” column should match the corresponding Annual MTW Plan.

** Select “Status at the End of Plan Year” from: Committed, Leased/Issued

Differences between the Planned and Actual Existing Number of Vouchers Project-Based:

Due to the tightening rental market in Reno, Sparks, and Washoe County, many of the properties that RHA staff would have considered for the assignment of a PBV have remained occupied. Furthermore, many of the participants residing in a PBV unit have increased their income enough that they begin paying full contract rent. In many cases, these participants continue to lease the unit without any housing assistance and RHA must remove the PBV from the unit.



iii. Actual Other Changes to MTW Housing Stock in the Plan Year

Examples of the types of other changes include (but is not limited to): units held off-line due to relocation or substantial rehabilitation, local, non-traditional units to be acquired/developed, etc.

Actual Other Changes to MTW Housing Stock in the Plan Year
<p>To ensure the longevity of RHA’s PH properties for years to come, staff began pursuing viable repositioning strategies for each of the properties in its PH portfolio in FY 2023. RAD and Section 18 were both identified as strategies that RHA would utilize first to reposition Silverada Manor and Hawk View Apartments. On October 3, 2023, RHA applied to HUD for Section 18 Demolition and/or Disposition for Hawk View Apartments and began holding units at this site once they became vacant. Keeping units vacant rather than leasing them to another eligible household was done intentionally to decrease RHA’s relocation expense. Similarly, RHA applied to reposition Silverada Manor utilizing a RAD/Section 18 blend that includes a substantial rehabilitation of this property. Although the number of families served by RHA’s PH program is expected to decrease in FY 2024 due to units being held for relocation, this decrease is entirely related to RHA’s PH repositioning efforts at these two sites and the relocation requirements to do so.</p> <p>In January 2024, RHA began construction on Railyard Flats, an affordable housing complex consisting of 15 brand new units in the City of Sparks. This housing infill project is set to provide affordable housing for extremely low to low-income households.</p> <p>There were no additional changes to the MTW housing stock, however, RHA continues to look for single family homes, duplexes, and condominiums to expand its affordable housing options. All properties acquired/developed will be used to provide additional housing choice for low-income families and individuals throughout the Truckee Meadows.</p>

iv. General Description of All Actual Capital Expenditures During the Plan Year

General Description of All Actual Capital Expenditures during the Plan Year	
As of June 30, 2024, the following CFP expenditures were carried out:	
Mineral Manor:	\$48,298.32 - Tractor, Heat and A/C
Silverada Manor:	\$72,592.01 - Resident relocation services
Stead Manor:	\$77,495.47 - Video surveillance
Hawk View Apartments:	\$109,539.94 - Resident relocation services
Essex Manor:	\$3,140 - Bath tile demolition
Myra Birch:	\$37,032.45 - Video surveillance
McGraw Court:	\$169,393 - HVAC
Authority Wide:	\$169,353.80 - Technical equipment, Board Room
	FY24 Actual Capital Expenditure \$686,844.99



B. Leasing Information

i. Actual Number of Households Served

Snapshot and unit month information on the number of households RHA served on June 30, 2024.

Number of Households Served Through:	Number of Unit Months Occupied/Leased*		Number of Households Served**	
	Planned^^	Actual	Planned^^	Actual
MTW Public Housing Units Leased	8,676	7,812	723	651
MTW Housing Choice Vouchers (HCV) Utilized	27,936	25,176	2,328	2,098
Local, Non-Traditional: Tenant-Based	0	0	0	0
Local, Non-Traditional: Property-Based	516	516	43	43 ⁴
Local, Non-Traditional: Homeownership	0	0	0	0
Planned and Actual Totals:	37,128	33,504	3,094	2,792

* “Planned Number of Unit Months Occupied/Leased” is the total number of months the MTW PHA planned to have leased/occupied in each category throughout the full Plan Year (as shown in the Annual MTW Plan).

** “Planned Number of Households to be Served” is calculated by dividing the “Planned Number of Unit Months Occupied/Leased” by the number of months in the Plan Year (as shown in the Annual MTW Plan).

^^ Figures and text in the “Planned” column should match the corresponding Annual MTW Plan.

Please describe any differences between the planned and actual households served:

On June 30, 2024, RHA had its PH program leased at 83% of the MTW baseline. Although a decrease from the number of households the agency planned to serve, the decrease is directly related to RHA’s PH repositioning efforts. On October 3, 2023, RHA applied to HUD for Section 18 Demolition and/or Disposition of 100 units at Hawk View Apartments. In anticipation of upcoming repositioning efforts, staff began to hold units as they became vacant at this complex rather than leasing the unit to another eligible household who would later have to be relocated. Similarly, RHA applied to reposition Silverada Manor utilizing a RAD/Section 18 blend which includes a substantial rehabilitation of this property.

The number of actual families served by RHA’s HCV program on June 30, 2024, was 2,098. Although a decrease from the planned number of households, RHA is utilizing HCVs for the permanent relocation of many of the households at Hawk View Apartments. RHA anticipates this number to increase once the relocation of these residents is complete. Staff will continue to monitor

⁴ To accurately report on the number of households served utilizing this LNT activity, this number is based on a 12-month average rather than the actual number of beds funded for the month of June 2024.



the HCV program to ensure that efforts put in place to increase and maintain lease up remain effective.

Eddy House, RHA's first LNT Property Based partnership, averaged 43 shelter beds throughout FY 2024; a portion of which are allocated specifically to house youth on a semi-permanent basis up to six months.

Local, Non-Traditional Category	MTW Activity Name/Number	Number of Unit Months Occupied/Leased*		Number of Households to be Served*	
		Planned^^	Actual	Planned^^	Actual
Tenant-Based	N/A	N/A	N/A	N/A	N/A
Property-Based	2021-03: Partnership to Assist Homeless Youth	576	576	43	43
Homeownership	N/A	N/A	N/A	N/A	N/A
Planned/Actual Totals:		576	576	43	43

* The sum of the figures provided should match the totals provided for each Local, Non-Traditional category in the previous table. Figures should be given by individual activity. Multiple entries may be made for each category if applicable.

^^ Figures and text in the "Planned" column should match the corresponding Annual MTW Plan.

Households Receiving Local, Non-Traditional Services Only	Average Number of Households per Month	Total Number of Households in the Plan Year
Program Name/Services Provided	N/A	N/A



ii. Discussion of Any Actual Issues/Solutions Related to Leasing

Discussion of any actual issues and solutions utilized in the MTW housing programs listed.

Housing Program	Description of Actual Leasing Issues and Solutions
<p>MTW Public Housing</p>	<p>At the end of FY 2024, RHA leased this program at 83.35% of the MTW baseline. Currently, units are being held at several locations to accommodate relocation of residents at Silverada Manor and Hawk View Apartments in preparation for repositioning. For units that are not being held, common leasing issues typically involve tenant preferences being requested, which if not provided, result in the tenant’s refusal to lease a unit. These preferences often include the size of the unit being offered, the location of the property, or the lack of desired amenities. Compounding the longer leasing times are the normal vacancy issues that delay the turn of the unit including tenant damage and the disposal of personal property in accordance with Nevada Revised Statutes (NRS). RHA continues to select applicants off the waiting list based on preferences set forth in the Admissions and Continued Occupancy (ACOP) for Public Housing for referral to vacant PH units.</p>
<p>MTW Housing Choice Voucher</p>	<p>Washoe County continues to experience a strengthening housing market that resulted in an overall shortage of affordable housing units. With limited inventory and an influx in population due to the relocation of several tech companies to the region, the need for additional housing stock continues.</p> <p>At the end of FY 2024, RHA had this program leased at 88% of the MTW baseline. As RHA is utilizing HCVs for the permanent relocation of many of the households at Hawk View Apartments, staff anticipates this number to increase once the relocation of these residents is complete. On September 3, 2024, in direct relation to RHA’s relocation efforts, this program began to see a slight increase in lease up and was leased at 89% of the MTW baseline. With relocation efforts underway, this number is expected to continue to increase over the coming months.</p> <p>To maintain lease up numbers within its HCV program, RHA continued to monitor its payment standards to ensure they accurately reflecting local market conditions, expanded its Landlord Incentive Program, and implemented a “lease in place” preference. In November 2022, RHA adopted Exception Payment Standards for 12 specific zip codes throughout the Truckee Meadows where rents were unaffordable based on RHA’s traditional payment standards. Staff anticipates that the adoption of these small area payment standards will facilitate leasing in low-poverty neighborhoods and increase housing choice for RHA’s voucher holders. To further assist the lease up of this program,</p>



	RHA hired a Landlord Liaison. The Landlord Liaison serves as the primary point of contact for landlords as the agency works to promote the HCV program to new landlords and retain existing landlords throughout Washoe County.
Local, Non-Traditional	Following approval of the FY 2021 MTW Annual Plan on July 28, 2020, RHA began providing LNT assistance to Eddy House on August 1, 2020. Throughout FY 2024, RHA assisted 43 additional households through this activity. Although RHA did not anticipate any leasing issues related to this assistance, the very transient nature of this at-risk population makes it difficult to anticipate leasing issues that may be encountered.

C. Wait List Information

i. Actual Wait List Information

Snapshot information on the actual status of MTW wait lists at the end of FY 2024 including detail on the structure of the wait list and the population(s) served. The information reflected below is current as of June 30, 2024.

Wait List Name	Description	Number of Households on Wait List	Wait List Open Partially Open or Closed	Was the Wait List Opened During the Plan Year
Essex2BR	Site-based 2 Bedroom Public Housing	1,782	Closed	Yes
Essex3BR	Site-based 3 Bedroom Public Housing	659	Closed	Yes
McGraw1B	Site-based 1 Bedroom Public Housing	1,891	Closed	Yes
Miner1BR	Site-based 1 Bedroom Public Housing	2,395	Closed	Yes
Miner2BR	Site-based 2 Bedroom Public Housing	1,848	Closed	Yes
Miner3BR	Site-based 3 Bedroom Public Housing	690	Closed	Yes
Miner4BR	Site-based 4 Bedroom Public Housing	98	Closed	Yes
Myra2BR	Site-based 2 Bedroom Public Housing	1,593	Closed	Yes



Wait List Name	Description	Number of Households on Wait List	Wait List Open Partially Open or Closed	Was the Wait List Opened During the Plan Year
Stead2BR	Site-based 2 Bedroom Public Housing	1,757	Closed	Yes
Stead3BR	Site-based 3 Bedroom Public Housing	655	Closed	Yes
Tom0BR	Site-based 0 Bedroom Public Housing	1,533	Closed	Yes
Tom1BR	Site-based 1 Bedroom Public Housing	2,103	Closed	Yes
Tom2BR	Site-based 2 Bedroom Public Housing	827	Closed	Yes
HCV	Housing Choice Voucher	4,755	Closed	Yes
PB1BR	1 Bedroom Project Based Voucher	2,116	Closed	Yes
PB2BR	2 Bedroom Project Based Voucher	932	Closed	Yes
PB3	Homeless Partnership Project Based Voucher	1	Closed	Yes
PB3BR	3 Bedroom Project Based Voucher	339	Closed	Yes
PB4BR	4 Bedroom Project Based Voucher	54	Closed	Yes
PBPR	Pilgrim's Rest 1 Bedroom Project Based Voucher	24	Closed	Yes
PBSILV	Silverada Manor Project Based Voucher	1,910	Closed	Yes
PBWJWP	Willie J Wynn 1 Bedroom Project Based Voucher	1	Closed	Yes

Please describe any duplication of applicants across wait lists:

At the time of application, clients may apply for all open wait lists. Therefore, the numbers above include households who have applied for more than one program and/or bedroom size. As of June 30, 2024, RHA had 7,748 individual applicants across each of its housing programs. Of these applicants, 75.57% were on more than one wait list.



ii. Actual Changes to Wait List in the Plan Year

Actual changes to the organizational structure or policies of the wait list(s), including any opening or closing of a wait list during FY 2024.

Wait List Name	Description of Actual Changes to Wait List
Hawk View Public Housing	RHA closed and removed the Hawk View Public Housing wait list. This property is currently being repositioned using Section 18 Demolition/Disposition.
Silverada Manor Public Housing	RHA closed and removed the Silverada Manor Public Housing wait list. This property is currently being repositioned using RAD/Section 18 blend. A Silverada Manor Project Based Assistance wait list was established and opened for this property during the FY.
Public Housing (all bedroom sizes at Mineral Manor, Stead Manor, Myra Birch Manor, Tom Sawyer Village, John McGraw Court, and Essex Manor)	The site-based wait lists for all Public Housing complexes, all bedroom sizes were opened on April 15, 2024 and closed on May 3, 2024.
Project Based Assistance (all bedroom sizes)	Wait lists for Project Based Assistance all bedroom sizes were opened on April 15, 2024 and closed on May 3, 2024.
Silverada Manor Project Based Assistance (all bedroom sizes)	Wait lists for all bedroom sizes for Silverada Manor Project Based Assistance were opened on April 15, 2024 and closed on May 3, 2024.
Housing Choice Voucher	Wait list was opened on April 15, 2024 and closed on May 3, 2024.



D. Information on Statutory Objectives and Requirements

i. 75% of Families Assisted Are Very Low Income

The following table provides data for the actual families housed upon admission during RHA’s FY 2024 Plan Year. Families receiving “Local, Non-Traditional Services Only” are not included.

Income Level	Number of Local, Non-Traditional Households Admitted in the Plan Year
80%-50% Area Median Income	0
49%-30% Area Median Income	0
Below 30% Area Median Income	43 ⁵

Total Local, Non-Traditional Households Admitted **43**

ii. Maintain Comparable Mix

Baseline Mix of Family Sizes Served (upon entry to MTW)					
Family Size	Occupied Public Housing Units	Utilized HCVs	Non-MTW Adjustments*	Baseline Mix Number	Baseline Mix Percentage
1 Person	284	1,307	0	1,591	50.88%
2 Person	207	433	0	640	20.47%
3 Person	115	290	0	405	12.95%
4 Person	76	192	0	268	8.57%
5 Person	40	107	0	147	4.70%
6+ Person	23	53	0	76	2.43%
TOTAL	745	2,382	0	3,127	100%

* “Non-MTW Adjustments” are defined as factors that are outside the control of the MTW PHA. An example of an acceptable “Non-MTW Adjustment” would include demographic changes in the community’s overall population. If the MTW PHA includes “Non-MTW Adjustments,” a thorough justification, including information substantiating the numbers given, should be included.

Please describe the justification for any “Non-MTW Adjustments” given:

No baseline adjustments given.

⁵ On August 29, 2024, Eddy House provided RHA certification that their clients are under 30% AMI. Many (75.32%) are unemployed upon their initial contact with Eddy House services. Those who are employed (24.68%) fall well under 30% AMI when sharing their paystubs with case managers and the intake team at Eddy House.



Mix of Family Sizes Served (in Plan Year)				
Family Size	Baseline Mix Percentage**	Number of Households Served in Plan Year[^]	Percentage of Households Served in Plan Year^{^^}	Percentage Change from Baseline Year to Current Plan Year
1 Person	50.88%	1,692	61.55%	10.67%
2 Person	20.47%	465	16.92%	-3.55%
3 Person	12.95%	258	9.39%	-3.56%
4 Person	8.57%	170	6.18%	-2.39%
5 Person	4.70%	96	3.49%	-1.21%
6+ Person	2.43%	68	2.47%	-0.04%
TOTAL	100%	2,749	100%	-0.08%

** The "Baseline Mix Percentage" figures given in the "Mix of Family Sizes Served (in Plan Year)" table should match those in the column of the same name in the "Baseline Mix of Family Sizes Served (upon entry to MTW)" table.

[^] The "Total" in the "Number of Households Served in Plan Year" column should match the "Actual Total" box in the "Actual Number of Households Served in the Plan Year" table in Section II.B.i. of this Annual MTW Report.

^{^^} The percentages in this column should be calculated by dividing the number in the prior column for each family size by the "Total" number of households served in the Plan Year. These percentages will reflect adjustment to the mix of families served that are due to the decisions of the MTW PHA. Justification of percentages in the current Plan Year that vary by more than 5% from the Baseline Year must be provided below.

Please describe the justification for any variances of more than 5% between the Plan Year and Baseline Year:

As of June 30, 2024, 1,592 or 94.08% of RHA's one person households were elderly and/or disabled. Once housed, these families are far more likely to remain in the unit. The average length of stay for the 26 one person households who moved out of RHA's PH complexes throughout FY 2024 was 102.85 months. Similarly, the average length of stay for the 35 one person households who ended their participation in the HCV program was 110.63 months. When comparing the length of stay for all other households, the average length of stay is 75.21 months in the PH program and 71.62 months in the HCV program. This stability coupled with the fact that many of homeless applicants served by RHA are also single person households account for RHA's continued variance between the plan year and the baseline year.



iii. Number of Households Transitioned to Self-Sufficiency in the Plan Year

In FY 2017, RHA staff began reviewing the agency’s definition of self-sufficiency to determine whether it accurately captured whether a household should be considered self-sufficient. After deliberation, RHA staff decided that moving forward, the agency should look at self-sufficiency in two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation.

Throughout FY 2024, a total of 158 families moved-off of RHA’s HCV and PH programs. Of these, 22 voluntarily left or were determined no longer eligible for the HCV program and 47 moved off the PH program voluntarily.

RHA acknowledges the challenges our clients face in successfully obtaining self-sufficiency. The cost of housing in the Truckee Meadows continues to climb while the obstacles to earn a living wage remain, making the objective of self-sufficiency difficult to attain.

The table below reflects only those households who (1) were affected by one of RHA’s implemented MTW activities and (2) met RHA’s definition of the final phase of self-sufficiency.

MTW Activity Name/Number	# of Households Transitioned to Self-Sufficiency*	RHA’s Definition of Self-Sufficiency
Mobility Demonstration / 2014-02	1	Household is no longer receiving assistance or has voluntarily ended participation.
Simplify rent calculations and increase the minimum rent / 2014-05	25	
Disregard earned income of PH household members, age 18-20, who are not the head of household, co-head, or spouse / 2016-06	2	
Provide incentive to \$0 HAP households / 2019-02	9	
Workforce Development Program / 2022-01	1	
	8	<i>(Households Duplicated Across Activities)</i>
	38	Total Households Transitioned to Self-Sufficiency

* Figures should match the outcome reported where metric SS#8 is used in Section IV of this Annual MTW Report.



SECTION III

PROPOSED ACTIVITIES



III. Proposed Activities

All proposed MTW activities that were granted approval by HUD are reported in Section IV as 'Approved Activities'.



SECTION IV

APPROVED ACTIVITIES



IV. Approved Activities

A. Implemented Activities

The activities discussed in this section have been previously approved by HUD and implemented by RHA. The following table provides an overview of all approved MTW activities including the year it was implemented and amended (if applicable), the primary statutory objective(s) the activity is intended to impact, and the authorization(s) cited.

Approved/Implemented MTW Activities				
Activity #	Activity Name	Fiscal Year Implemented/ Amended	Statutory Objective(s)	Authorization(s)
2014-02	Mobility Demonstration	2014	Increase housing choice for low-income families <i>and</i> create incentives for families to work, seek work or prepare for work.	Attachment C Sections D.1.b., D.4., D.7.a., and E.
2014-05	Simplify rent calculations and increase the minimum rent	2014 amended 2024	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.4., C.11., D.2.a., and D.3.b.
2014-06	Triennial recertifications for elderly/disabled participants on fixed incomes	2014 amended 2015 amended 2017 amended 2018 amended 2023	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.4. and D.1.c.
2015-01	Elimination of all negative rents and simplification of HCV utility allowances	2015	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.11. and D.2.a.
2015-02	Allow RHA to inspect its own HCV units	2015	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.9.a. and D.5.
2016-01	Simplification of medical deductions	2016 amended 2018	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.11. and D.2.a.
2016-05	Eliminate Earned Income Disallowance (EID)	2016	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.11. and D.2.a.
2016-06	Disregard earned income of PH household members, age 18-20, who are not the head of household or co-head	2016	Create incentives for families to work, seek work or prepare for work.	Attachment C Section C.11.
2016-07	Implement a \$75 fee for each additional HQS inspection when more than two inspections are required	2016	Reduce costs and achieve greater cost effectiveness.	Attachment C Section D.1.a.



Activity #	Activity Name	Fiscal Year Implemented/ Amended	Statutory Objective(s)	Authorization(s)
2017-01	Increase verified application data for applicants	2017	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.4. and D.3.a.
2017-02	Asset threshold to determine eligibility for admission	2017 amended 2019	Increase housing choice for low-income families.	Attachment C Sections C.2., D.3.a., D.3.b., and D.4.
2018-01	Landlord Incentive Program	2018 amended 2020 amended 2024	Increase housing choice for low-income families.	Attachment C Section D.1.a. and D.1.d.
2019-01	Redetermination of rent reasonableness as a result of a change in contract rent	2019	Reduce costs and achieve greater cost effectiveness and increase housing choice for low-income families.	Attachment C Section D.2.c.
2019-02	Provide incentives to \$0 HAP households	2019	Create incentives for families to work, seek work or prepare for work and reduce costs and achieve greater cost effectiveness.	Attachment C Sections D.1.a., D.1.b., and D.1.c. and Section E.
2021-01	Affordable Housing Acquisition, Rehabilitation and Preservation	2021	Increase housing choice for low-income families.	Attachment D and use of MTW block grant outlined in PIH Notice 2011-45 (HA)
2021-03	Partnership to Assist Homeless Youth	2021	Increase housing choice for low-income families.	Attachment D and use of MTW block grant outlined in PIH Notice 2011-45 (HA)
2022-01	Workforce Development Program	2022 amended 2023	Create incentives for families to work, seek work or prepare for work.	Attachment C Section E.
2024-02	Local Project Based Voucher Program	2024	Reduce costs and achieve greater cost effectiveness and increase housing choice for low-income families.	Attachment C Sections B.4., D.1.b., D.1.e., D.2.b., D.4., D.5., D.7.a., D.7.b., D.7.c. and D.7.d.



2014-02: Mobility Demonstration

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2014.

MTW Statutory Objective(s):

Increase housing choice for low-income families *and* provide 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 assist people to obtain employment and become economically self-sufficient.

Description:

RHA's Mobility Demonstration allows low-income PH families with children to move to deconcentrated neighborhoods of opportunity. To make this possible for these families, RHA is assigning PBVs to single family homes, duplexes, and condominiums within low-poverty census tracts throughout the cities of Reno and Sparks⁶. Following approval of a new PBV or the vacancy of an existing PBV unit identified for this activity, PH families who meet the established requirements to participate, are offered the opportunity to move into one of these PBV properties.

This demonstration was established by RHA to encourage employment and upward mobility amongst qualified PH residents. Should a household be unemployed at the time of lease up or become unemployed at any time during their participation in the Mobility Demonstration, they are given 120 days to obtain employment. If employment is not secured, they can be referred to the Workforce Development Program unless they are otherwise determined to be exempt.

Impact:

At the end of FY 2024, a total of 54 former PH families with children have participated in the Mobility Demonstration. To date, 23 of these families have become completely self-sufficient and moved off housing assistance, while 15 families were removed from the program for various other reasons. There are currently 16 families participating in the Mobility Demonstration.

Update/Status:

Due to current real estate market conditions, the growth of the demonstration has remained stagnated. Throughout FY 2024, RHA was only able to increase participation in the program by two households due to the limited availability of properties within low poverty neighborhoods where a PBV can be assigned. Although this program remains small, it continues to be an exciting program for RHA to offer its qualified PH residents.

RHA continues to collect data on each family who agrees to participate in the Mobility Demonstration. This data is being analyzed by the University of Washington (UW) to evaluate the overall progress of these families. UW's most recent analysis of the program can be found at the end of this report (*see Attachment 1*).

The activity remains ongoing.

⁶ For this study, RHA has defined low poverty as occurring when 20% or less of households within the identified census tract are below the poverty line.



Activity Metrics:

The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-02 SS #1: Increase in Household Income				
<i>Average earned income of households affected by this policy in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average amount of earned income of Mobility Demonstration households.	\$15,007	\$15,757 ⁷	\$26,264 ⁸ FY 2023: \$27,310 FY 2022: \$30,570 FY 2021: \$23,581 FY 2020: \$21,572	Yes

2014-02 SS #2: Increase in Household Savings				
<i>Average amount of savings/escrow of households affected by this policy in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average amount of savings/escrow of participating Mobility Demonstration households.	\$231	\$531 ⁹	\$2,618 ¹⁰ FY 2023: \$1,349 FY 2022: \$1,276 FY 2021: \$1,404 FY 2020: \$2,358	No

⁷ Benchmark based on a 5% increase in earned income year over year, or an increase of roughly \$750/year. For FY 2024, this 5% increase would establish a benchmark of \$23,257.

⁸ Throughout most of FY 2024, 16 households were leased up under the Mobility Demonstration program of which 13 had earned income as of June 30, 2024. The amount of earned income reported under this metric is based on the 12-month average of all Mobility Demonstration households who had earned income throughout the year.

⁹ Benchmark based on an increase in household savings of \$25 per month or \$300 per year. For FY 2024, this \$300 per year increase would establish a benchmark of \$3,531.

¹⁰ Five Mobility Demonstration participants have a savings account with an average balance of \$2,311 and 14 participants have a checking account with an average balance of \$308.



2014-02 SS #3: Increase in Positive Outcomes in Employment Status				
<i>Report each type of employment status for those head(s) of households affected.</i>				
Unit of Measurement	Baseline	Benchmark	Outcome¹¹	Benchmark Achieved?
Employed Full-Time	8 or 25%	14 or 34%	5 or 28% (4 HOH, 1 Co-Head) FY 2023: 5 or 25% FY 2022: 8 or 38% FY 2021: 8 or 35% FY 2020: 7 or 30%	No
Employed Part-Time	9 or 28%	24 or 61%	6 or 33% (6 HOH, 0 Co-Head) FY 2023: 5 or 25% FY 2022: 3 or 14% FY 2021: 6 or 26% FY 2020: 6 or 26%	No
Enrolled in an Educational Program	0 or 0%	0 or 0%	0 or 0% FY 2023: 0 or 0% FY 2022: 0 or 0% FY 2021: 1 or 4% FY 2020: 0 or 0%	Yes
Enrolled in Job Training Program	0 or 0%	0 or 0%	0 or 0% FY 2023: 0 or 0% FY 2022: 0 or 0% FY 2021: 0 or 0% FY 2020: 10 or 43%	Yes
Unemployed	14 or 44%	2 or 5%	9 or 50% (7 HOH, 2 Co-Head) FY 2023: 11 or 44% FY 2022: 13 or 62% FY 2021: 12 or 52% FY 2020: 14 or 49%	No ¹²
Other	N/A	N/A	N/A	N/A

¹¹ Throughout FY 2024, 18 households were leased up under the Mobility Demonstration program of which 16 were still participating on June 30, 2024. The percentage calculation for each employment status within this metric includes co-head members, where applicable. In these instances, the actual breakdown of the number of head of households and co-heads included in the count is clearly noted.

¹² This metric includes one unemployed HOH with an exemption from being required to participate in WFD.



2014-02 SS #4: Households Removed from Temporary Assistance for Needy Families (TANF)				
<i>Number of households receiving TANF assistance (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Mobility Demonstration households receiving TANF assistance.	2	2	0 FY 2023: 0 FY 2022: 1 FY 2021: 0 FY 2020: 0	Yes

2014-02 SS #5: Households Assisted by Services that Increase Self-Sufficiency				
<i>Number of households receiving services aimed to increase self-sufficiency (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome¹³	Benchmark Achieved?
Mobility Demonstration households receiving services aimed to increase self-sufficiency.	0	2	18 FY 2023: 20 FY 2022: 21 FY 2021: 23 FY 2020: 24	Yes

2014-02 SS #6: Reducing Per Unit Subsidy Costs for Participating Households				
<i>Average amount of Section 8 and/or 9 subsidy per household affected by this policy in dollars (decrease).</i>				
Unit of Measurement	Baseline¹⁴	Benchmark	Outcome	Benchmark Achieved?
Average amount of Section 8 and/or 9 subsidy per Mobility Demonstration household.	\$269,280	\$266,251	\$164,613 ¹⁵ FY 2023: \$120,413 FY 2022: \$111,450 FY 2021: \$107,616 FY 2020: \$116,052	Yes

¹³ All Mobility Demonstration households can take advantage of the Workforce Development Program, however only those who are unemployed for longer than 120 days are referred to the program and required to participate.

¹⁴ Baseline has been calculated based on the average ceiling rent for each PH complex (\$776) less the average TTP at each PH complex based on the bedroom size (\$235) of current Mobility Demonstration households at time of admission.

¹⁵ RHA paid an average of \$806.93/per family in HAP payments or \$13,717.74 per month for the 18 families who participated in the Mobility Demonstration throughout FY 2024. At the end of FY 2024, two of these households had moved off of the Mobility Demonstration, one transitioning to a regular HCV voucher and the other voluntarily giving up assistance and achieving self-sufficiency.



2014-02 SS #7: Increase in Agency Rental Revenue				
<i>PHA rental revenue in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Increase in RHA rental revenue.	\$0	\$347,534	\$401,498 FY 2023: \$301,644 FY 2022: \$326,520 FY 2021: \$322,638 FY 2020: \$305,304	Yes

2014-02 SS #8: Households Transitioned to Self-Sufficiency				
<i>Number of households transitioned to self-sufficiency (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome¹⁶	Benchmark Achieved?
Mobility Demonstration households transitioned to self-sufficiency.	0	2	1 FY 2023: 4 FY 2022: 2 FY 2021: 0 FY 2020: 1	No

2014-02 HC #5: Increase in Resident Mobility				
<i>Number of households able to move to a better unit and/or neighborhood of opportunity (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Mobility Demonstration households able to move to a better unit and/or neighborhood of opportunity.	0	40	54 FY 2023: 52 FY 2022: 49 FY 2021: 49 FY 2020: 47	Yes

¹⁶ In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met the final phase of self-sufficiency per RHA's definition.

Furthermore, the outcome includes only households who were active in in FY 2024, it does not include families who moved off the program prior to FY 2024. Of the households currently leased up under the Mobility Demonstration, six have met RHA's first phase of self-sufficiency.



2014-02 HC #7: Households Assisted by Services that Increase Housing Choice				
<i>Number of households receiving services aimed to increase housing choice (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Mobility Demonstration households receiving services.	0	40	54 FY 2023: 52 FY 2022: 49 FY 2021: 49 FY 2020: 47	Yes

The following RHA Local Metric was identified and continues to be tracked for this activity:

2014-02 RHA Local Metric: Improvement in poverty level of census tract				
<i>Improvement in poverty level of census tract for families participating in the Mobility Demonstration.</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Improvement in census tract poverty level for participating families.	31.72%	20%	6.32% ¹⁷	Yes

The following table provides the actual percentage of people living below the poverty line for each census tract where RHA’s PH family complexes are located. It also provides the number of residents from each complex who have participated in the Mobility Demonstration and the improvement in percentage of households below the poverty line within the new neighborhoods chosen by Mobility Demonstration participants. On average, by participating in the Mobility Demonstration, these PH families have moved to neighborhoods where the poverty level has effectively been decreased by 78% based solely on census tract information at the time of Mobility Demonstration move-in.

¹⁷ This is an average percentage of people who are below the poverty line based on the census tract where each of the Mobility Demonstration properties are located. This ranges from a low of 1.01% of people in the census tract below the poverty line to a high of 24.65%.



Improvement in neighborhood poverty lines for Mobility Demonstration participants			
PH complex	Number of families in Mobility Demonstration from PH complex	Percentage of people below poverty line in census tracts where PH complexes are located	Percentage of people below poverty line in census tracts chosen by Mobility Demonstration participants from each PH complex
Essex Manor	13	14.19 ¹⁸	9.58, 16.03, 14.89, 14.89, 14.89, 14.89, 9.79, 10.91, 13.17, 9.58, 4.28, 24.65, 5.61
Hawk View Apartments	13	44.06	22.21, 22.21, 7.24, 9.58, 9.58, 9.58, 14.89, 14.89, 7.5, 7.5, 22.21, 4.28, 24.65
Mineral Manor	13	29.71 ¹⁹	10.25, 22.21, 16.03, 19.31, 14.89, 24.65, 9.79, 10.91, 10.91, 22.21, 4.28, 24.65, 1.01
Myra Birch Manor	6	23.76	14.89, 22.21, 24.65, 4.44, 7.17, 4.66
Stead Manor	9	34.73	10.25, 9.58, 9.58, 16.03, 10.91, 10.91, 4.28, 4.28, 10.91

Hardship Policy:

For any issues pertaining to a tenant’s inability to pay rent, the Housing Choice Voucher Program’s hardship policy will be in effect.

For issues pertaining to an unemployed resident’s referral and required participation in the Workforce Development Program, the participant must request a temporary exemption within thirty (30) days that can be verified by a medical professional. If a participant does not participate in the Workforce Development Program and does not provide verifiable documentation of his/her inability to comply, the Workforce Development Coordinators may initiate termination of the resident’s assistance under the HCV program as allowed under 24 CFR §984.303(b)(5)(iii).

Hardship Requests:

There are currently seven households with unemployed heads of households. Of these seven households, one is elderly/disabled. The additional households who are currently unemployed will

¹⁸ The neighborhood surrounding Essex Manor is changing resulting in a drastic change in the percentage of people below the poverty line in this census tract. In FY 2014, 11.46% were below the poverty line. This number increased in FY 2020 to 20.42%. In FY 2024, this census tract now has 2.19% of people living below the poverty line. The number noted here is the average percentage for each year a mobility family moved from Essex Manor and out of this census tract.

¹⁹ The neighborhood surrounding Mineral Manor is changing slightly resulting in the percentage of people below the poverty line decreasing in this census tract. In FY 2014, 29.93% were below the poverty line. This number increased in FY 2018 to 30.48%. In FY 2024, this census tract now has 25.42% of people living below the poverty line. The number noted here is the average percentage for each year a mobility family moved from Mineral Manor and out of this census tract.



be referred to the Workforce Development Program should they fail to gain employment in the coming months.

To date, there have been no hardship requests related to this activity.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:

As of June 30, 2024, 16 Mobility Demonstration properties are occupied and leased with a PBV. In addition, 23 families have met the final phase of self-sufficiency and moved off housing assistance and 16 continue to occupy the property they originally leased under the Mobility Demonstration. On average these families spent 4.34 years on housing assistance prior to moving off but continue to occupy the unit. Although this resulted in additional rental revenue (2014-02 SS #7) of \$401,498, it also limits the number of new families who can be given the opportunity to participate in the demonstration. While each of the benchmarks were not achieved for this activity in FY 2024, this continues to be an exciting activity for RHA to offer to PH residents who may not have other mobility options.



2014-05: Simplify rent calculations and increase the minimum rent

Plan Year Approved, Implemented and Amended (if applicable):

This policy was identified, approved, and implemented in FY 2014. In FY 2020, this activity was temporarily expanded to provide financial relief to PH residents and HCV participants who experienced a financial loss due to COVID-19. This temporary expansion expired on December 31, 2020. The activity was amended in FY 2024 to increase the minimum rent amount to \$100.

MTW Statutory Objective(s):

Reduce costs and achieve greater cost effectiveness in federal expenditures.

Description:

To reduce costs and achieve greater cost effectiveness, RHA began excluding all educational financial aid from income calculations and allowing self-certification of assets under \$10,000. Implementation of this activity also raised RHA's minimum rent from \$50 to \$75. In FY 2024, RHA's minimum rent policy was reviewed by staff and an increase from \$75 to \$100 was proposed and subsequently approved.

Impact:

Throughout FY 2024, RHA sent student status verifications for 157 household members. For each verification sent, RHA incurred the following cost:

HCV Cost for Verification of Student Status			
	Material	Time	Labor
Cost For Housing Specialist		.17 hrs @ \$25.86 per hr.	\$4.40
Cost for Office Clerk	\$2.33	.23 hrs @ \$22.34 per hr.	\$5.14
Total	\$2.33		\$9.53
HCV Total Cost Per Client :			\$11.86

Similarly, RHA verified assets for 69 HCV participants and 14 PH residents with assets greater than \$10,000. For each asset verification sent and processed, RHA incurred the following costs:

HCV Cost for Verification of Asset Calculations			
	Material	Time	Labor
Cost For Housing Specialist		.325 hrs @ \$25.86 per hr.	\$8.40
Cost for Office Clerk	\$3.13	.37 hrs @ \$22.34 per hr.	\$8.27
Total	\$3.13		\$16.67
HCV Total Cost Per Client :			\$19.80

PH Cost for Verification of Asset Calculations			
	Material	Time	Labor
Cost For Assistant Manager		.43 hrs @ \$27.15 per hr.	\$11.67
Total	\$3.13		\$11.67
PH Total Cost Per Client :			\$14.80



Over the course of FY 2024, a total of 131 PH residents and 261 HCV participants paid minimum rent. However, as of June 30, 2024, only 76 PH residents and 181 HCV participants were housed paying the minimum rent amount. The remaining 135 households who paid minimum rent during FY 2024 either moved off the program or are still housed paying more than RHA's established minimum rent.

Update/Status:

In FY 2024, RHA increased the minimum rent to \$100.

This activity remains ongoing.

Activity Metrics:

The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-05 SS #1: Increase in Household Income				
<i>Average earned income of households affected by this policy in dollars (increase).</i>				
Unit of Measurement	Baseline²⁰	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by increasing the minimum rent.	\$7,450	\$500/per year	\$2,021 ²¹	No

2014-05 SS #3: Increase in Positive Outcomes in Employment Status				
<i>Data for each type of employment status for those head(s) of households affected.</i>				
Unit of Measurement	Baseline	Benchmark	Outcome²²	Benchmark Achieved?
Employed Full-Time	20 or 5%	7%	0 or 0%	No
Employed Part-Time	37 or 10%	7%	16 or 6% (11 HCV participants, 5 PH residents)	No
Enrolled in an Educational Program	13 or 3%	3%	0 or 0%	No
Enrolled in Job Training Program	0 or 0%	0 or 0%	0 or 0%	No
Unemployed	309 or 82%	82% No change.	241 or 94% (170 HCV participants, 71 PH residents)	No
Other	0	0	0	N/A

²⁰ Baseline was set using the average earned income for 379 HCV participants and PH residents paying minimum rent in FY 2013. This number also includes the average earned income of families on EID at that time. Average earned income of 270 HCV participants paying minimum rent was \$5,014 and 109 PH residents was \$9,886.

²¹ Average earned income for 257 HCV participants and PH residents who are currently paying minimum rent. Of these, only 20 households had earned income and four had income from an employed full-time student.

²² Outcome percentage based on a total of 257 households who were paying minimum rent on June 30, 2024.



2014-05 SS #4: Households Removed from Temporary Assistance for Needy Families (TANF)				
<i>Number of households receiving TANF assistance (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households paying minimum rent who are receiving TANF assistance.	25 or 7%	7%	6 or 2% (6 HCV participants)	Yes

2014-05 SS #8: Households Transitioned to Self-Sufficiency				
<i>Number of households transitioned to self-sufficiency (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome²³	Benchmark Achieved?
Number of households paying minimum rent who have transitioned to self-sufficiency.	0	4	25	Yes

2014-05 CE #1: Agency Cost Savings				
<i>Total cost of task in dollars (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of rent simplification tasks (student status verifications).	\$2,997 ²⁴	\$875	\$1,862 ²⁵	No
Total cost of rent simplification tasks (self-certification of assets).	\$28,265 ²⁶	\$1,076	\$1,573 ²⁷	No

²³ In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only households who met RHA's definition regarding the final phase of self-sufficiency.

Throughout FY 2024, 21 HCV participants and four PH residents who paid minimum rent following implementation of this activity moved off assistance having met the final phase of self-sufficiency. An additional 77 HCV participants and 49 PH residents remain housed but have met RHA's first phase of self-sufficiency.

²⁴ When this activity was proposed in FY 2014, student status verifications cost the agency \$8.10 per HCV participant.

²⁵ In FY 2024, student status verifications were processed for 157 dependents at an approximate cost to the agency of \$11.86 per HCV participant.

²⁶ Verification/processing of assets cost RHA approximately \$13.92 per HCV participant and \$10.96 per PH resident when this activity was proposed in FY 2014.

²⁷ Total cost to verify/process 69 HCV participants and 14 PH residents with assets over \$10,000. In FY 2024, asset verifications cost RHA approximately \$19.80 per HCV participant and \$14.80 per PH resident.



2014-05 CE #2: Staff Time Savings				
<i>Total time to complete the task in staff hours (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total staff hours to complete the rent simplification tasks.	134.4 hours ²⁸	43.2 hours	62.8 hours	No
	1,323.3 hours ²⁹	51.16 hours	60 hours	No

2014-05 CE #3: Decrease in Error Rate of Task Execution				
<i>Average error rate in completing a task as a percentage (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing rent simplification tasks.	6% HCV 3% PH	0.5%	0%	Yes

2014-05 CE #5: Increase in Agency Rental Revenue				
<i>Rental revenue in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Increase in rental revenue in dollars due to excluding financial aid from income calculations and increasing the minimum rent.	\$0	(\$7,274)	(\$7,274)	Yes
	\$0	\$154,200	\$584,184 ³⁰ HCV: \$35,063/month PH: \$13,619/month	Yes

Hardship Policy:

Although the change in student status verification is technically a rent reform activity, the benefit of the activity is going directly to the HCV household. As a result, no hardship policy was established or required.

RHA's standard hardship policies for an exception to minimum rent for HCV households and PH residents are still in place and can be requested if the family experiences one or more of the following qualifying events:

- a. The household has lost eligibility or is awaiting an eligibility determination for Federal, State or local assistance, including a household with a member who is a noncitizen lawfully admitted for permanent residence under the Immigration and Nationality Act, and

²⁸ On average staff spend 0.4 hours per student status verification.

²⁹ On average staff spend 0.695 hours to process and verify assets in the HCV program and 0.43 hours in the PH program.

³⁰ The HCV number represents the monthly TTP for 204 HCV participants who were housed paying the minimum rent. On June 30, 2024, 23 of these households had moved off paying the minimum rent. Similarly, the PH number represents 88 PH residents who were housed paying the minimum rent. On June 30, 2024, 12 of these residents were no longer being assisted.



who would be entitled to public benefits but for Title IV of the Personal Responsibility and Work Opportunity Act of 1996.

- b. The household would be evicted as a result of the imposition of the minimum rent requirement.
- c. The income of the household has decreased because of changed circumstances, including loss of employment or death of a household member. "Loss of employment" is defined as being laid off or terminated through no fault of the employee. Loss of employment does not, for the purposes of exemption to minimum rent, include voluntarily quitting employment. "Death in the family", for the purposes of exemption to minimum rent, includes head of household or spouse, or any household member.
- d. Other circumstances as determined by RHA or HUD.

RHA will review all household requests for exception from the minimum rent due to financial hardships. If RHA determines that the hardship is temporary (defined as a duration of less than 90 consecutive days), a minimum rent will not be imposed for a period of up to 90 days from the date of the household's request. At the end of the temporary suspension period, a minimum rent will be imposed retroactively to the time of suspension.

If RHA determines that there is a qualifying long-term financial hardship, RHA must exempt the household from the minimum rent requirements for as long as the hardship continues. The exemption from minimum rent shall apply from the first day of the month following the household's request for exemption.

Hardship Requests:

During FY 2024, 10 HCV participants were approved to pay less than the minimum rent due to a requested hardship. While each of these participants had an approved hardship, it is not known whether the hardship was directly related to RHA's implementation of this activity.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:

In FY 2013, RHA established a baseline for increase in earned income (2014-05 SS#1) for this activity based on 379 HCV participants and PH residents paying minimum rent at that time. This baseline number was erroneous as it included the average earned income of families who were paying the minimum rent while participating in EID. In FY 2016, RHA eliminated EID resulting in the removal of the earned income of these participating households from the outcome. The reported outcome for this metric is based on 257 HCV and PH households who were paying the established minimum rent on June 30, 2024. Of these 257 households, 93% had no earned income. Based on the prior elimination of EID and the fact that a high percentage of minimum rent households typically have no earned income, RHA does not anticipate meeting this benchmark.



Should the outcome for this same metric be comprised of households who had previously paid minimum rent following implementation but are now paying more than the minimum rent, the outcome would be quite different. At the end of FY 2024, 287 HCV participants and 140 PH residents, who had previously paid minimum rent, had either moved off assistance or were still housed paying more than the minimum rent. Of these 427 households, 80 PH residents and 170 HCV participants reported an average earned income of \$29,397. Based on the data from these households, the benchmark for increase in earned income would have been met (2014-05 SS#1). Furthermore, the employment status for these households would have increased enough to also meet the established employment benchmarks set for this activity (2014-05 SS#3).

The outcomes reported under agency cost savings (2014-05 CE #1) is completely comprised of the administrative cost RHA incurs to verify and process both assets and student status. To accurately reflect a more realistic cost associated with these verifications, staff cost estimates have been updated to reflect average payroll costs for those staff members who process the verification. If metric outcomes were based the costs incurred when this activity was initially proposed, student status verifications would have cost the agency \$1,272 while asset verifications would carry a cost of \$1,114.



2014-06: Triennial recertifications for elderly/disabled participants on fixed incomes

Plan Year Approved, Implemented and Amended (if applicable):

This policy was identified, approved, and implemented as a biennial activity in FY 2014. It was expanded into a triennial activity in FY 2015, amended in FY 2017 to allow for the use of local forms to accommodate the triennial schedule and amended in FY 2018 to disregard Cost of Living Adjustment (COLA) increases between recertifications. In FY 2023, RHA amended the activity to allow for changes in the HCV payment standard to be applied if/when a contract rent increase was implemented by the participant's landlord.

MTW Statutory Objective(s):

Reduce costs and achieve greater cost effectiveness in federal expenditures.

Description:

Elderly and disabled PH residents and HCV participants with stable income sources now have recertifications on a triennial schedule as the amount of rent RHA receives from stable income households when the COLA is applied is completely negligible. Any COLA increases received between recertification dates are retained by the family and will not be counted towards rent until a "true" triennial recertification is processed.

Stable income sources include and are limited to: Social Security benefits, Supplemental Security Income (SSI), Social Security Disability (SSD), and pensions. There can be no earned income in the household and no minors.

If a participant meets both the elderly or disabled definition as defined by HUD *and* the stable income definition, RHA performs a triennial recertification rather than an annual recertification; if not, the participant remains under the annual recertification schedule. Any elderly/disabled household with additional income sources other than the above-defined stable income sources, are required to have annual recertifications.

As the region's affordable housing shortage continues, RHA's goal is to ensure continued affordability for RHA's elderly and disabled HCV participants on this triennial recertification schedule. To accommodate this, updated payment standards are applied following a contract rent increase request rather than allowing them to only be applied during the family's annual reexamination.

Impact:

In FY 2024, RHA continued to experience both staff time savings and agency cost savings. This savings was based on 862 recertifications in the HCV program and 225 recertifications in the PH program that were skipped based on the established triennial recertification schedule.

Update/Status:

The activity remains ongoing.

Activity Metrics:

The following HUD Standard Metrics were identified and continue to be tracked for this activity.



2014-06 CE #1: Agency Cost Savings				
<i>Total cost of task in dollars (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost for recertification of elderly/disabled participants on fixed incomes.	\$140,933 HCV: \$112,291 PH: \$28,642	\$113,887 HCV: \$91,989 PH: \$21,898	\$121,010 HCV: \$98,318.48 PH: \$22,691.25 Total annual savings: \$19,924 FY 2023: \$141,426 FY 2022: \$129,558 FY 2021: \$112,978 FY 2020: \$124,761	No

2014-06 CE #2: Staff Time Savings				
<i>Total time to complete the task in staff hours (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total amount of staff time to complete recertification of elderly/disabled participants on fixed incomes.	6,726.23 hours HCV: 468.02 hours per month or 5,616.23 hours annually PH: 92.5 hours per month or 1,110 hours annually	5,625.94 hours HCV: 401.49 hours per month or 4,817.86 hours annually PH: 67.34 hours per month or 808.08 hours annually Total savings of 91.69 hours per month or 1,100.28 hours annually	3,369.2 hours HCV: 215.45 hours per month or 2,991.52 hours annually PH: 65.32 hours per month or 783.78 hours annually Total savings of 121.85 hours per month or 1,462.22 hours annually FY 2023: 3,907.02 FY 2022: 3,414.66 FY 2021: 3,381.50 FY 2020: 3,958.86	Yes

2014-06 CE #5: Increase in Agency Rental Revenue				
<i>Rental revenue in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rental revenue in dollars (increase).	\$0	\$0	\$0	Yes

Hardship Policy:

RHA proposed no hardship policy as no additional burden was being placed on residents, however, residents can request an annual recertification should they experience a hardship. Throughout FY



2024, no participants requested an annual recertification instead of waiting for the scheduled triennial recertification. However, if a participant requests a hardship where an annual recertification is processed, future triennial recertification dates will be reset and based on the requested recertification date.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:

Due to the overall nature of this activity, not all benchmarks were achieved. RHA does not anticipate achieving benchmarks year over year.



2015-01: Elimination of all negative rents & simplification of HCV utility allowances

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2015.

MTW Statutory Objective(s):

Reduce costs and achieve greater cost effectiveness in federal expenditures by eliminating the amount spent each month on negative rents, reducing the amount of staff time needed to calculate utility allowances and encouraging participants to find a unit that matches their voucher size.

Description:

Due to HUD's rules regarding calculation of income, PHAs may pay a utility reimbursement to the participant if the utility allowance (for tenant-paid utilities) exceeds the amount of the TTP.

Following implementation of this activity, RHA's PH residents and HCV participants no longer receive negative rents due to utility allowances.

RHA also simplified the HCV utility allowances for all units by creating a flat utility allowance schedule based on structure type and authorized voucher bedroom size through this activity. This simplified schedule is reviewed annually based on current utility rates and usage to determine whether the schedule accurately reflects current market conditions.

Impact:

Following HUD's approval of RHA's FY 2015 MTW Plan, RHA notified PH residents and HCV participants regarding the elimination of all negative rents effective October 1, 2014. There are currently no HCV participants or PH residents receiving a utility reimbursement payment.

At the end of FY 2024, 1,998 HCV participants were receiving the simplified utility allowance. This schedule allows HCV participants to know exactly what amount they will receive and encourages them to seek out units based on their authorized voucher size and energy efficiencies. Implementation of the simplified schedule has saved a significant amount of staff time and alleviated errors within rent calculations.

Update/Status:

The simplified utility allowance schedules have been set using current utility rates and reasonable expectations of use. RHA reviews the utility allowance schedule annually. If the review finds a utility rate has changed by 10 percent or more since the last revision, the schedule is revised to reflect the new utility rates. RHA also noted that several landlords were no longer paying for utilities such as water, sewer, and trash, but rather passing this expense along to the tenant. To assist tenants in finding units that are affordable, RHA established an updated utility allowance schedule in October 2023. Tenants who now pay for at least two of these additional utilities receive a higher utility allowance to cover this increased expense.

This activity remains ongoing.



Activity Metrics:

The following HUD Standard Metrics were identified and continue to be tracked for this activity.

The following Baselines, Benchmarks and/or Metrics relate to the elimination of negative rents:

2015-01 CE #1: Agency Cost Savings				
<i>Total cost of task in dollars (decrease).</i>				
Unit of Measurement	Baseline³¹	Benchmark³²	Outcome	Benchmark Achieved?
Amount in negative rents issued to PH residents.	\$13,180	\$660	\$0	Yes
Amount in negative rents issued to HCV participants.	\$198,785	\$9,940	\$0	Yes

2015-01 CE #2: Staff Time Savings				
<i>Total time to complete task in staff hours (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
PH staff hours to complete task.	6 hours annually or 0.5 hours per month	0 hours	0 hours	Yes
HCV staff hours to complete task.	204 hours annually or 17 hours per month	0 hours	0 hours	Yes

The following Baselines, Benchmarks and Metrics relate to the simplification of HCV utility allowances:

2015-01 CE #1: Agency Cost Savings				
<i>Total cost of task in dollars (decrease).</i>				
Unit of Measurement	Baseline³³	Benchmark	Outcome	Benchmark Achieved?
Cost of HCV utility allowances.	\$263,371 per month	\$253,566 per month	\$174,310 per month FY 2023: \$133,943 FY 2022: \$126,853 FY 2021: \$129,807 FY 2020: \$132,798	Yes

³¹ Baseline is set at the cost incurred January – December 2013.

³² Benchmark is set at 5% of original cost based on probable hardship requests.

³³ RHA's baseline for this Metric was estimated based on a sample of 372 HCV participants in January 2014 and assumed 100% voucher utilization with all participants receiving a utility allowance. The actual cost in October 2014 for 2,174 HCV participants who were leased up and receiving a utility allowance that month was \$201,684 which included 1,353 HCV participants who were still on the old utility allowance schedule.



2015-01 CE #2: Staff Time Savings				
<i>Total time to complete the task in staff hours (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Hours to calculate HCV utility allowances.	32.5 hours annually	12 hours annually	9.9 hours annually FY 2023: 10.0 FY 2022: 10.4 FY 2021: 10.3 FY 2020: 10.5	Yes

2015-01 CE #3: Decrease in Error Rate of Task Execution				
<i>Average error rate in completing task as a percentage (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing the HCV utility allowances.	2.6%	0.5%	0%	Yes

2015-01 CE #5: Increase in Agency Rental Revenue				
<i>Rental revenue in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome ³⁴	Benchmark Achieved?
Rental revenue after the simplification of HCV utility allowances.	\$0	\$117,760	\$1,467,459 \$122,288 per month or \$1,467,459 annually FY 2023: \$983,063 FY 2022: \$897,976 FY 2021: \$862,525 FY 2020: \$826,635	Yes

Hardship Policies:

RHA established a hardship policy based on the elimination of negative rents that included referring affected families to Workforce Development for budgeting classes and any other assistance necessary to learn to manage their finances.

³⁴ This outcome reflects year over year increases due to higher utility allowances. It is not an actual increase in agency rental revenue for RHA. Outcome reflects accumulated annual savings following implementation of this activity in FY 2014. For FY 2024 only, RHA's annual increase was \$484,397 or \$40,366 per month.



Hardship Requests:

This activity was implemented in FY 2015 and to date, there have been no related hardship requests. Therefore, staff have determined that no excessive hardship exists for the population as a whole and no annual reevaluation of the activity has taken place.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:

In FY 2024, RHA's average utility allowance increased to \$105.39, based on the 1,998 HCV participants who were receiving one. This is a significant increase from FY 2023, where RHA's average utility allowance was \$68.44 based on 2,016 HCV participants. This increase reflects new utility rates and RHA's higher utility allowance schedule for those participants who now pay for at least two additional utilities such as water, sewer, and trash. RHA does not anticipate any challenges in achieving the benchmarks identified for this activity.



2015-02: Allow RHA to inspect its own HCV units

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2015.

MTW Statutory Objective(s):

Reduce costs and achieve greater cost effectiveness in federal expenditures by allowing RHA staff to inspect agency owned units rather than paying a contractor.

Description:

Under HUD’s rules, a unit that is owned by the PHA that administers the HCV program may not be inspected for HQS compliance by PHA staff. The PHA must obtain the services of a HUD approved independent entity to perform HQS inspections, which often resulted in longer lead times for a unit to become available for a tenant. In FY 2015, RHA staff began conducting inspections on all HCV and PBV units rather than using a third-party contractor, regardless of ownership or property management status, including properties that are owned or managed by RHA.

Impact:

Prior to the implementation of this activity, RHA was required to hire outside inspectors to conduct all inspections on RHA owned units. Furthermore, RHA staff were required to accompany the inspector to each inspection to fill out any additional paperwork. Scheduling these inspections between RHA staff and the third-party contractors often slowed down occupancy, which, over time, cost the agency more money based on the length of the vacancy.

During FY 2024, RHA staff conducted 3 initial inspections, 15 reinspections, and 39 annual inspections on agency owned units rather than using a third-party contractor.

The following table shows the estimated amount of time RHA staff spent at each annual/initial HQS inspection. The total amount of time spent at each inspection is based on the bedroom size of the unit. It is important to note that the times estimated are conservative and do not include travel to and from the property location.

Estimated FY 2024 staff time spent inspecting RHA owned units			
Bedroom Size	Estimated amount of staff time per inspection	# of inspections performed	Staff time (in minutes)
0	25 minutes	3	75
1	30 minutes	20	600
2	30 minutes	8	240
3	35 minutes	21	735
4	40 minutes	5	200
5	45 minutes	0	0
6	50 minutes	0	0
Total amount of staff time spent (in minutes):			1,850
Total amount of staff time spent (in hours):			31



Update/Status:

The activity remains ongoing.

Activity Metrics:

The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2015-02 CE #1: Agency Cost Savings				
<i>Total cost of task in dollars (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total amount incurred to have RHA owned HCV units inspected by outside agencies.	\$4,645	\$0	\$0	Yes

2015-02 CE #2: Staff Time Savings				
<i>Total time to complete the task in staff hours (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Hours spent inspecting HCV units owned by the Agency.	117.83 hours ³⁵	75.75 hours ³⁶	30.83 hours ³⁷ FY 2023: 95.75 FY 2022: 66.83 FY 2021: 121.08 FY 2020: 47	Yes

Hardship Policy:

This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual changes to the metrics/data collection methodology.

³⁵ Baseline was set based on each inspection taking 10 minutes to schedule and log and one hour for a staff member to accompany the inspector to fill out any additional paperwork for a total of 70 minutes.

³⁶ Benchmark has been set based on RHA staff spending approximately 45 minutes per inspection; a savings of 25 minutes per inspection or 42.08 hours annually.

³⁷ RHA staff conducted 57 inspections in FY 2024. Each inspection took approximately 25-45 minutes based on bedroom size resulting in a savings of 23.75 staff hours.



Challenges in Achieving Benchmarks and Possible Strategies:

Although the amount of staff time did meet the set benchmark for staff time savings (2015-02 CE #2), RHA's ability to meet this metric is completely reliant on the number of inspections scheduled. During FY 2024, RHA staff conducted 57 inspections on agency owned properties at approximately 32.46 minutes per property, 12.54 minutes less than RHA's benchmark of 45 minutes per property. Implementation of this activity continues to allow inspections to become more efficient and cost effective.



2016-01: Simplification of medical deductions

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2016. The activity was amended in FY 2018 to restructure and further simplify the income tiers and associated deductions.

MTW Statutory Objective(s):

Reduce cost and achieve greater cost effectiveness in federal expenditures by reducing the amount of time staff spend verifying all medical deductions claimed during HCV and PH recertifications.

Description:

Under HUD regulations (24 CFR §5.611), if the head, co-head/spouse, or sole member of an applicant household is elderly or disabled, the entire household may claim, as a deduction, medical expenses that are more than three percent (3%) of their annual income if the expenses are not compensated for or covered by insurance. As all deductions from income must be verified, gathering the required documentation often results in a substantial amount of time spent by households wanting to claim the deduction and, in many cases, the required documentation may include private information that some would rather not share. Rather than use third party verifications and require residents to provide receipts showing out of pocket medical expenses, RHA established simplified medical deductions based entirely on the household's gross income.

Impact:

As of June 30, 2024, 392 PH residents and 1,595 HCV participants were directly impacted by this activity. Under RHA's revised income tiers, several households are now receiving a medical deduction of \$0. Of the 1,987 eligible households, 36.39% were receiving a simplified medical deduction that was more than \$0. Broken down by program, this included 131 PH residents and 592 HCV participants.

Update/Status:

The following simplified medical deductions remain effective for annuals and vouchers issued on or after January 1, 2021:

Simplified Medical Deductions	
Gross Annual Income Range	Annual Medical Deduction
\$1 - \$12,729	\$0
\$12,730 - \$17,110	\$1,700
\$17,111 +	\$2,915

The activity remains ongoing.



Activity Metrics:

The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-01 CE #1: Agency Cost Savings				
<i>Total cost of task in dollars (decrease).</i>				
Unit of Measurement	Baseline³⁸	Benchmark	Outcome	Benchmark Achieved?
Costs associated with PH program calculations.	\$5,040	\$0	\$67.40 FY 2023: \$67 FY 2022: \$0 FY 2021: \$30 FY 2020: \$30	No
Costs associated with HCV program calculations.	\$20,412	\$0	\$59.81 FY 2023: \$29.90 FY 2022: \$0 FY 2021: \$24 FY 2020: \$119	No

2016-01 CE #2: Staff Time Savings				
<i>Total time to complete the task in staff hours (decrease).</i>				
Unit of Measurement	Baseline³⁹	Benchmark	Outcome	Benchmark Achieved?
Hours associated with PH program calculations.	191.14 hours	0 hours	2.1 hours FY 2023: 2.1 hours FY 2022: 0 hours FY 2021: 1.05 hours FY 2020: 1.05 hours	No
Hours associated with HCV program calculations.	966.47 hours	0 hours	2.11 hours FY 2023: 1.055 hours FY 2022: 0 hours FY 2021: 1.055 hours FY 2020: 5.275 hours	No

³⁸ Prior to implementation, medical deductions were verified for approximately 15.17 PH households and 76.34 HCV households per month. Baseline costs were estimated based on a total cost per client of \$27.70 per PH verification and \$22.28 for each HCV verification.

³⁹ PH Asset Managers/Assistant Managers spend approximately 1.05 hours per PH verification. Within the HCV program, each verification took Housing Specialists .325 hours and Office Clerks .73 hours.



2016-01 CE #3: Decrease in Error Rate of Task Execution				
<i>Average error rate in completing task as a percentage (decrease).</i>				
Unit of Measurement	Baseline⁴⁰	Benchmark	Outcome⁴¹	Benchmark Achieved?
Rate associated with PH program calculations.	2%	0%	1.27%	No
Rate associated with HCV program calculations.	5%	0%	0.31%	No

2016-01 CE #5: Increase in Agency Rental Revenue				
<i>Rental revenue in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark⁴²	Outcome⁴³	Benchmark Achieved?
Rental revenue associated with PH program.	\$0	\$11,221	\$2,328 FY 2023: \$2,200 FY 2022: \$2,164 FY 2021: \$68 FY 2020: (\$8,883)	No
Rental revenue associated with HCV program.	\$0	\$8,765	(\$13,472) FY 2023: \$772 FY 2022: \$9,113 FY 2021: (\$148) FY 2020: (\$19,284)	No

Hardship Policy:

In the event a participant wishes to have their portion of rent calculated based on unreimbursed medical expenses contrary to this activity, they must request a hardship. A three-person committee was established by RHA to review all requests for hardship. Prior to being considered for a hardship and referred to the established committee, participants are required to meet all the criteria set forth in RHA's MTW Annual Plan and internal hardship procedure. These criteria include (1) the household's monthly rent can be no less than RHA's established minimum rent, and (2) third party documentation must be provided detailing all anticipated medical expenses including

⁴⁰ Out of 225 audits conducted on PH tenant files, six were found to contain errors related to the calculation of medical deductions. Similarly, out of 72 audits conducted on HCV participant files, four were found to contain errors.

⁴¹ Five of the 392 PH households who were eligible for a deduction greater than \$0 were found to contain errors. Similarly, five of the 1,595 HCV households who were eligible for a deduction greater than \$0 were found to contain errors.

⁴² RHA estimated that 308 PH residents would have their rent increased by an average of \$3.04 per month, increasing PH rental revenue by \$11,221 after implementation. Likewise, 1,094 HCV participants would have their portion of the rent increased by \$0.67 per month, an increase in annual tenant contribution to rent of \$8,765.

⁴³ As of June 30, 2024, all PH residents and HCV participants were receiving RHA's standard medical deduction. Within PH, 131 PH residents had their rent increased an average of \$1.45 per month, increasing PH rental revenue by \$2,328. Similarly, 592 HCV participants had their portion of rent decrease by \$1.91 per month, an annual decrease in tenant contribution to rent of \$13,472.02.



monetary amounts and frequency. Once the hardship is submitted, the three-person committee will review all the detailed expenses provided and determine whether the requested hardship is warranted. If any part of the established criteria is not met, a hardship will not be granted.

Should a medical hardship be approved in either program, RHA will experience the following cost to the agency:

HCV Cost for Medical Deduction Verification/Processing			
	Material	Time	Labor
Cost for Housing Specialist		.325 hrs @ \$25.86 per hr.	\$8.40
Cost for Office Clerk	\$5.19	.73 hrs @ \$22.34 per hr.	\$16.31
HCV Total Cost Per Client:			\$29.90

PH Cost for Medical Deduction Verification/Processing			
	Material	Time	Labor
Cost for Assistant Manager	\$5.19	1.05 hrs @ \$27.15 per hr.	\$28.51
PH Total Cost Per Resident:			\$33.70

Hardship Requests:

During FY 2024, RHA received three hardship requests due to the implementation of this activity. RHA also has one approved hardship that the committee has approved indefinitely as long as the resident is housed in PH.

Actual Non-Significant Changes:

There are no additional actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:

Throughout FY 2024, this activity affected 471 PH residents and 1,714 HCV participants, of which 198 have since moved off assistance. The outcomes reported under this metric include only those families who were eligible for the standard medical deduction and housed on June 30, 2024. This includes 388 PH residents of which six are receiving the correct FY 2018 medical deduction, 122 are receiving the correct FY 2021 medical deduction, and four are receiving an incorrect deduction amount. Similarly, 1,583 HCV participants of which two are receiving the correct FY 2018 medical deduction, 580 are receiving the correct FY 2021 medical deduction, and four are receiving the incorrect deduction amount. The remaining households receive no deduction based on the established income tiers or the household's certification that no medical expense is being incurred.

Benchmarks for agency cost savings (2016-01 CE #1) and staff time savings (2016-01 CE #2) were not met for both programs due to medical hardships that were requested. RHA does not anticipate meeting either of these benchmarks if a hardship is requested and approved by the committee. When this activity was initially proposed, it was anticipated that RHA's rental revenue would



increase (2016-01 CE #5). However, implementation of this activity resulted in an overall loss. During initial analysis, RHA assumed that this activity would affect approximately 308 PH residents and 1,094 HCV participants. Upon further review it was discovered that several households were omitted from the baseline data during the initial analysis. Realizing the overall loss of rental revenue and tenant contribution to rent, RHA amended this activity in FY 2018. The amended activity revised the income tiers and related deductions. It also established a requirement that all households self-certify that ongoing medical expenses were actually incurred prior to receiving the deduction. In FY 2025, each of the income tiers were revised based on the current Medicare Assistance Program.



2016-05: Eliminate Earned Income Disallowance (EID)

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2016.

MTW Statutory Objective(s):

Reduce cost and achieve greater cost effectiveness in federal expenditures by saving the staff time necessary to track EID participants throughout their eligibility period.

Description:

EID allows eligible tenants in the PH and HCV programs to increase their incomes through employment without triggering rent increases. Under HUD's guidelines (24 CFR §960.255), EID applies to a family member residing in PH whose annual income increases because of employment or increased earnings. Within the HCV program, EID applies to a family whose income increases because of employment or increased earnings of a family member who is a person with disabilities (24 CFR §5.617). The resulting income increase is fully excluded for 12 months and 50% excluded for an additional 12 months. As EID regulations are cumbersome to apply and only affected approximately three percent (3%) of the tenants in RHA's PH and HCV programs, RHA eliminated this HUD-mandated calculation of rent in FY 2016.

Impact:

As of July 31, 2017, all existing EID participants have transitioned off the program.

Update/Status:

The activity remains ongoing.

Activity Metrics:

The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-05 CE #1: Agency Cost Savings				
<i>Total cost of task in dollars (decrease).</i>				
Unit of Measurement	Baseline ⁴⁴	Benchmark	Outcome	Benchmark Achieved?
Costs associated with EID calculations in the PH program.	\$2,553	\$2,553	\$0 FY 2017: \$1,612 FY 2016: \$2,016	Yes
Costs associated with EID calculations in the HCV program.	\$440	\$440	\$0 FY 2017: \$308 FY 2016: \$396	Yes

⁴⁴ Based on 74 PH residents participating in EID (35 who were employed) and 25 HCV households participating in EID (10 who were employed). Baselines were based on a cost of \$53.74 per employed PH resident and \$43.99 per employed HCV participant. Monthly tracking by six PH staff members (25 min per month) resulted in an additional cost of \$55.98 per month.



2016-05 CE #2: Staff Time Savings				
<i>Total time to complete the task in staff hours (decrease).</i>				
Unit of Measurement	Baseline⁴⁵	Benchmark	Outcome	Benchmark Achieved?
Hours associated with EID calculations in the PH program.	114 hours Asset Manager & Assistant Asset Manager: $35 * 0.8 = 28$ $35 * 1.6 = 56$ $2.5 * 12 = 30$ $28 + 56 + 30 = 114$	114 hours	0 hours FY 2017: 72 hours FY 2016: 90 hours	Yes
Hours associated with EID calculations in the HCV program.	24 hours Housing Specialist: $10 * 0.8 = 8$ $10 * 1.6 = 16$ $8 + 16 = 24$	24 hours	0 hours FY 2017: 17 hours FY 2016: 21 hours	Yes

2016-05 CE #3: Decrease in Error Rate of Task Execution				
<i>Average error rate in completing a task as a percentage (decrease).</i>				
Unit of Measurement	Baseline⁴⁶	Benchmark	Outcome	Benchmark Achieved?
Error rate associated with PH program calculations.	0%	0%	0%	Yes
Error rate associated with HCV program calculations.	0%	0%	0%	Yes

⁴⁵ Based on 74 PH residents participating in EID (35 who were employed) and 25 HCV households participating in EID (10 who were employed). Annual recertifications take staff 0.8 hours to complete while staff spend 1.6 hours on each change to rent calculation due to an increase in income. On average, each household also requested two changes to their rent calculation due to a change in income. Furthermore, PH staff tracked all 74 EID participants on a monthly basis. Similarly, EID rent calculations were conducted for 10 HCV households. On average, each of these households also requested two changes to their rent calculations due to a change in income.

⁴⁶ Staff routinely conduct audits on tenant files to determine and identify errors based on the various variables to calculate rent in the PH and HCV programs. Several audits conducted less than 1% have been found to contain errors associated with EID calculations within the PH program. Furthermore, the number of households enrolled in EID on the HCV program is less than 1% of the population. Both of these factors render the average error rate as negligible.



2016-05 CE #5: Increase in Agency Rental Revenue				
<i>Rental revenue in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rental revenue associated with PH program.	\$0	\$28,171	\$28,171 FY 2017: \$50,836 FY 2016: \$10,459	Yes
Rental revenue associated with HCV program.	\$0	\$4,747	\$4,747 ⁴⁷ FY 2017: 17,921 FY 2016: \$0	Yes

Hardship Policy:

EID PH residents and HCV participants who were enrolled in the program upon implementation on August 25, 2015, could retain their benefits for a minimum of one year following plan approval. As a result, no hardship policy was established or required for this activity.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:

Upon implementation of this activity, RHA stopped enrolling new households in EID and existing EID participants began to be phased off the program through a transition period. As all PH residents and HCV participants have successfully transitioned off the EID program, the outcomes for agency cost savings and staff time savings (2016-05 CE #1 and 2016-05 CE #2) will remain at zero. Furthermore, the outcomes for error rate and increase in agency rental revenue (2016-05 CE #3 and 2015-05 CE #5) will continue to show RHA’s initial benchmark going forward.

⁴⁷ This is tenant contribution to rent, not an increase in rental revenue to RHA.



2016-06: Disregard earned income of PH household members, age 18-20, who are not the head of household, co-head, or spouse

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2016.

MTW Statutory Objective(s):

Create incentives for young adults to work, seek work or prepare for work in order to become economically self-sufficient.

Description:

Current HUD regulations for the PH program require that all earned income of adult children, between the ages of 18 and 20, be factored into the household's rent. To provide an incentive to pursue employment and become economically self-sufficient, RHA revised the definition of countable income and began excluding all earned income for these young adults when determining rent for the entire household. This exclusion is only applicable if the young adult is not the head of household, co-head, or spouse.

Impact:

During FY 2024, there were 69 adult children between the ages of 18-20 living in PH who were eligible to participate in this activity upon gaining employment. Of these 69 young adults, 21 are currently employed, 22 are unemployed, two receive SSI, 21 moved off the program and three turned 21.

Average earned income of adult children (ages 18-20) who are not the head of household or co-head	
	PH residents
Maximum Amount Earned	\$40,268
Minimum Amount Earned	\$7,025

Total annual earned income amount	
Annual amount of income earned by adult children (ages 18-20) in the PH program who were not the head of household or co-head	\$335,272

On average \$27,939 was excluded from income calculations per month due to the implementation of this activity. As earned income for these young adults living in PH, who are not the head of household, co-head, or spouse, has been completely excluded, RHA experienced a loss of \$11,019 per month in potential rental revenue. With the assumption that this remained consistent throughout the year, these PH households saved an average of \$525 per month from their portion of the rent.

Update/Status:

To evaluate the overall effectiveness of this activity, in March 2024, RHA began surveying all families who benefited or could have benefited from this income exclusion. The results of this survey can be found at the end of this report (*see Attachment II*). The activity remains ongoing.



Activity Metrics:

The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-06 CE #5: Increase in Agency Rental Revenue				
<i>Rental revenue in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rental revenue in dollars.	\$0	\$0	\$0	Yes

2016-06 SS #1: Increase in Household Income				
<i>Average earned income of households affected by this policy in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of adult children, ages 18-20, living in PH affected by this policy.	\$11,481	\$12,629	\$27,939 FY 2023: \$27,099 FY 2022: \$21,583 FY 2021: \$20,932 FY 2020: \$14,555	Yes

2016-06 SS #8: Households Transitioned to Self-Sufficiency				
<i>Number of households transitioned to self-sufficiency (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome⁴⁸	Benchmark Achieved?
Number of households transitioned to self-sufficiency.	0	0	2 FY 2023: 0 FY 2022: 0 FY 2021: 3 FY 2020: 1 16 households affected by this policy have met RHA's first phase of self-sufficiency with two transferring to the HCV program.	Yes

⁴⁸ In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met RHA's definition in regard to the final phase of self-sufficiency.



Hardship Policy:

Although this is technically a rent reform activity, the benefit of the activity is going directly to the PH household. As a result, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:

There were no challenges in achieving the benchmarks identified for this activity.



2016-07: Implement a \$75 fee for each additional HQS inspection when more than two inspections are required

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2016.

MTW Statutory Objective(s):

Reduce cost and achieve greater cost effectiveness in federal expenditures by saving the staff time necessary to conduct more than two inspections on a single property due to the owner/manager's failure to complete the needed repairs.

Description:

RHA is required to conduct re-inspections on units that fail a Housing Quality Standards (HQS) inspection to ensure that the owner/manager or tenant has corrected the noted violations. If the unit fails HQS, the owner/manager is notified in writing of the deficiencies and repairs that need to be made within 30 days. If the owner/manager does not take the required corrective action, RHA can abate the HAP payment beginning 30 days from the date of the first inspection until the required work is complete. Frequently, a third inspection is required to verify the completion of the noted deficiencies.

To encourage owners/managers to correct the noted violations quickly and provide RHA's clients with safer living conditions, RHA began charging the owner/manager a \$75 fee for each additional HQS inspection when more than two inspections are required due to their failure to complete the necessary repairs. This fee does not remove the abatement of subsidy but covers the administrative costs of conducting inspections.

Impact:

During FY 2024, RHA conducted 79 third inspections, 73 of which were due to the owner/manager's failure to correct the noted violations. Throughout FY 2024, RHA charged 34 HCV landlords the third inspection fee of \$75.

Each time RHA conducts a third inspection, the agency incurs the following cost:

Cost for a Third HQS Inspection		
	Time	Labor
Cost for Inspector	1 hr @ \$33.00 per hr.	\$33.00
Average cost for mileage (assuming 15 miles round trip)	15 miles @ \$0.62 per mile	\$9.38
Total Cost Per Third HQS Inspection:		\$42.38

Update/Status:

The activity remains ongoing.

Activity Metrics:

The following HUD Standard Metrics were identified and continue to be tracked for this activity.



2016-07 CE #1: Agency Cost Savings				
<i>Total cost of task in dollars (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Cost to complete an HQS inspection after the second fail.	\$3,353	\$1,677	\$3,093 FY 2023: \$3,136 FY 2022: \$4,196 FY 2021: \$3,030 FY 2020: \$1,324	No

2016-07 CE #2: Staff Time Savings				
<i>Total time to complete the task in staff hours (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Staff time to complete an HQS inspection after the second fail.	101 hours	50 hours	73 hours FY 2023: 74 hours FY 2022: 99 hours FY 2021: 87 hours FY 2020: 38 hours	No

Hardship Policy:

This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:

RHA charged 34 HCV landlords the \$75 third inspection fee in FY 2024, 139 units have incurred the \$75 third inspection fee since this activity was implemented.

As the rental market in the City of Reno, the City of Sparks and Washoe County remains tight, RHA does not want to burden or discourage landlord participation in the HCV program. Therefore, prior to the \$75 fee being assessed, staff review and consider all the reasons a unit may have failed the required inspection. If this activity were to be completely successful, the outcome for both metrics being tracked (2016-07 CE#1 and 2016-07 CE#2) would be zero.



2017-01: Increase verified application data to 120 days for applicants

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2017.

MTW Statutory Objective(s):

Reduce cost and achieve greater cost effectiveness in federal expenditures by reducing the amount of duplicative work needed to re-verify applicant information that was previously deemed true and complete.

Description:

RHA's Section 8 Administrative Plan and federal regulations require information submitted by each applicant to be verified for accuracy as this data is ultimately used to determine program eligibility, priority status, voucher size and the amount of HAP to be paid to the landlord. Per 24 CFR §982.201(e), RHA must receive information verifying that an applicant is eligible for the HCV program within the period of 60 days prior to the issuance of a voucher. Information that is subject to change, which was verified more than 60 days prior, must be re-verified prior to the certification of the applicant's file. If there is a delay after the file has been referred to the HCV program that causes the voucher to not be issued within 60 days, the voucher is suspended, and the information is re-verified. If changes are reported after the file has been referred, but the changes took place prior to the issuance of a voucher, the file is referred back to Admissions staff to obtain written verification and determination as to whether or not the changes have any effect on eligibility, rent or unit size.

The amount of time RHA staff spends following up and tracking third party verification requests is significant and often results in information that is no more reliable than the documents provided by the applicants directly. To streamline the admissions process, reduce the amount of time required by staff, and decrease the time necessary to build a qualified applicant pool, RHA extended the length of time that all verified application data related to income is deemed valid for the HCV program to 120 days. Furthermore, stable income verifications, such as pensions and Social Security award letters, are now valid for all applicants for the duration of the current year.

Impact:

Prior to implementation of this activity, RHA staff sent out approximately 2,772 third party verifications for admission on an annual basis. Following implementation of this activity, the process has become streamlined, and the number of third-party verifications was reduced by 77% in FY 2024 to 636. Allowing stable income verifications to be valid for the current year rather than requiring applicants to obtain additional social security award letters or pension statements every 60 days has also helped to expedite applicants through the admissions process.

The following table reflects costs incurred by RHA for each verification for admission in FY 2024:

Cost for Verifications/Processing in Admissions			
	Material	Time	Labor
Cost for Housing Specialist		.17 hrs @ \$25.86 per hr	\$4.40
Cost for General Office Clerk	\$2.48	.23 hrs @ \$22.34 per hr	\$5.14
Cost per Verification:			\$12.01



Update/Status:

This activity remains ongoing.

Activity Metrics:

The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2017-01 CE #1: Agency Cost Savings				
<i>Total cost of task in dollars (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars.	\$24,643	\$18,483	\$7,638.36 FY 2023: \$3,891 FY 2022: \$4,059 FY 2021: \$2,352 FY 2020: \$3,730	Yes

2017-01 CE #2: Staff Time Savings				
<i>Total time to complete the task in staff hours (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours.	1,108.8 hours	831.8 hours	254.4 hours FY 2023: 129.6 hours FY 2022: 135.2 hours FY 2021: 104.4 hours FY 2020: 165.6 hours	Yes

Hardship Policy:

This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:

No challenges were experienced in achieving the benchmarks identified and established for this activity. Benchmarks for this activity were originally based on a decrease of approximately 25% in agency cost and time savings. In FY 2024, both the agency cost savings (2017-01 CE #1) and staff time savings (2017-01 CE #2) saw a decrease of nearly 77% of RHA's original baseline.



2017-02: Asset threshold to determine eligibility for admission

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2017. It was amended in FY 2020 to exclude cash assets when determining eligibility for elderly/disabled HCV and PH households.

MTW Statutory Objective(s):

Increase housing choice for low-income families with limited financial resources.

Description:

Pursuant to 24 CFR §5.609, annual income is defined to include amounts derived (during the 12-month period) from assets to which any member of the family has access. Income resulting from any assets held by the family must be calculated and included when determining program eligibility and rent portions. Under HUD's current guidelines, there is no limit on the amount of assets a family may have access to prior to determination of eligibility.

To serve applicants with the greatest financial need, RHA established an asset threshold when determining initial eligibility for admission to its housing programs. If an applicant has combined assets with a cash value of more than \$50,000, or ownership interest in a suitable dwelling unit that they have a legal right to reside in, they are now determined ineligible.

Impact:

On June 30, 2024, RHA had 7,748 individual applicants on wait lists for various programs offered by the agency. Of these applicants, only one had assets that exceeded RHA's asset threshold.

Update/Status:

This activity remains ongoing.

Activity Metrics:

The following HUD Standard Metric was identified and continues to be tracked for this activity.

2017-02 HC #3: Decrease in Wait List Time				
<i>Average applicant time on wait list in months (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average applicant time on wait list.	15.45 months	15.45 months	23.45 months FY 2023: 19.84 months FY 2022: 20.92 months FY 2021: 29.79 months FY 2020: 21.84 months	No



Hardship Policy:

This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:

There are several factors that influence the length of time an applicant will remain on the wait list which should be noted including, but not limited to, sequestration, local preferences, and the closure of the wait list. Due to these factors, it is nearly impossible to determine whether the length of time an applicant remains on the wait list has decreased as a direct result of implementation of this activity.



2018-01: Landlord Incentive Program

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2018. It was expanded upon in FY 2020 to allow for an additional condition for payment based entirely on damages to the unit caused by the tenant beyond normal wear and tear. It was expanded upon in FY 2024 to provide landlords with a re-lease bonus and a \$1,000 referral bonus.

MTW Statutory Objective(s):

Increase housing choice for low-income families by providing an incentive for private landlord participation within the HCV program.

Description:

Reno, Sparks and Washoe County have experienced a strengthening housing market resulting in private landlords refusing to participate in the HCV program. While this is due in part to the myriad of regulations that must be adhered to prior to leasing to a family participating in the HCV program, it is made worse when some landlords would rather demand a higher rent than lease to an HCV participant. Complicating matters further is that, in some cases, proper notification of a family's intent to move is not always provided which, in the HCV program, can result in the landlord having to pay back a portion of the HAP that they may have already received.

Based on a survey of participating HCV landlords, RHA implemented a Landlord Incentive Program in FY 2018. The program allows landlords to receive their contracted HAP payment through the end of the month for units occupied by HCV participants who vacate under the following conditions: (1) deceased, (2) eviction, (3) skip, (4) family responsibility violation or (5) damages to the unit caused by the tenant, beyond normal wear and tear, that are proven to cost more than the tenant's security deposit. Furthermore, an additional HAP payment equal to one month may be received for these same units regardless of the actual move-out date of the participant, if the request is made in writing by the landlord.

Under RHA's Landlord Incentive Program, landlords will only be able to qualify for payment of one additional month utilizing one of the five conditions. At no time will they be allowed to claim more than one month by using a combination of more than one of five conditions identified.

Impact:

The Landlord Incentive Program was designed to facilitate lease ups and increase landlord participation resulting in an increase in housing choice for RHA's low-income families. As private landlords are now provided with additional assurances should they rent to HCV participants that they otherwise would not have, RHA expects this activity to facilitate the retention of landlord participation within the HCV program.

As of June 30, 2024, RHA experienced 167 move outs within its HCV program for the following reasons:



Move Out Reason	Number
Moved to Other Section 8 Unit	32
Porting Out to Other PHA	8
End of Participation: Termination – Fraud	0
End of Participation: No Longer Eligible	0
End of Participation: Voluntary Move Out	8
End of Participation: Absorbed Port	0
End of Participation: Family Responsibility Violation	13
End of Participation: Deceased	58
End of Participation: Skipped	7
End of Participation: Eviction	41
Temporary Move Out	0

Based on the criteria set forth in this activity, 128 of these move outs were eligible for an additional HAP payment under the Landlord Incentive Program. In FY 2024, RHA made 167 payments for a total of \$194,409. This total included \$131,271 for HCV participants, \$39,493 on behalf of VASH voucher holders, \$22,085 was made on behalf of EHV households, and \$1,560 on behalf of FYI households.

Landlord Incentive Program	
Move Out Reason	Amount Paid
End of Participation: Family Responsibility Violation	\$23,165
End of Participation: Deceased	\$75,998
End of Participation: Skipped	\$11,174
End of Participation: Eviction	\$69,295
Damages	\$14,777
Total Amount Paid:	\$194,409

Update/Status:

Current market conditions within Reno, Sparks and Washoe County have resulted in some private and tax credit properties carrying wait lists to fill new vacancies. To ensure that landlords in our area can maintain equal housing opportunities and follow existing procedures, RHA does not require landlords to rent to another voucher holder to qualify for this incentive.

In FY 2024, RHA amended this activity to allow for an automatic payment of the second month to the landlord. Furthermore, the payment amount can be modified to ensure the landlord receives the actual contract rent amount for the unit rather than the monthly HAP amount. To provide more of an incentive to landlords who lease to RHA’s HCV participants, RHA also received approval to implement a re-lease bonus and a landlord referral bonus program.

This activity remains ongoing.



Activity Metrics:

The following HUD Standard Metric was identified and tracked for this activity.

2018-01 HC #2: Units of Housing Preserved				
<i>Number of housing units preserved that would otherwise not be available (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of housing units preserved for households at or below 80% AMI.	19	31	25	No

Hardship Policy:

This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:

RHA implemented its Landlord Incentive Program on October 1, 2017. Following implementation, staff began promoting the program to both new and current landlords through its website, quarterly landlord newsletters, landlord briefings, word of mouth, and most recently by bringing a Landlord Liaison on staff. In FY 2024, 15% of landlords who received the incentive payment leased their unit to another HCV family.



2019-01: Redetermination of rent reasonableness as a result of a change in contract rent

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2019.

MTW Statutory Objective(s):

Reduce costs and achieve greater cost effectiveness in federal expenditures by reducing the amount of time it takes to process rent change requests of 10% or less. Providing some flexibility from regulation is expected to increase housing choice through the retention of landlords who are leasing to HCV program participants.

Description:

Reno, Sparks and Washoe County have continued to experience a strengthening housing market that has resulted in an overall shortage of affordable housing units. With limited inventory and an influx in population the need for additional housing stock has continued to grow resulting in an extremely tight rental market and increased rents throughout the area. This strengthening market has resulted in private landlords becoming wary or simply refusing to rent to HCV participants. This is due in part to the desire of private landlords to make more of a profit but made worse by the abundance of regulations that must be adhered to when leasing to a family participating in the HCV program. These restrictive regulations include mandatory inspections and the requirement to determine whether a contract rent increase (CRI) request is reasonable. In the past, RHA's landlords expressed dissatisfaction in having to complete a rent reasonableness determination when requesting a rent increase and many openly disagreed with the comps used if the amount requested was determined to be unreasonable.

Based on this information and the current rental market conditions, RHA began waiving the requirement for a rent reasonableness determination if the new requested rent amount represented a change of 10% or less.

Impact:

During FY 2024, RHA processed 1,343 rent change requests of which 620 or 46% sought a change of 10% or less. Should a rent reasonableness determination be required, RHA incurs the following cost:

Cost for Processing CRI			
	Material	Time	Labor
Cost for General Office Clerk II	\$0.4024	.21 hrs @ \$23.45 per hr	\$4.92
Cost for Rental Assistance Administrator		.02 hrs @ \$37.81 per hr	\$0.76
Totals	\$0.4024		\$5.68
Cost per CRI Request			\$6.08

Update/Status:

To ensure this policy change remains a viable option for waiving the required rent reasonableness determination following a CRI request, RHA will conduct a general analysis of the local rental



market once the market stabilizes. Based on this analysis, RHA may adjust this percentage to accommodate the current conditions.

In FY 2024, RHA amended this activity to waive the requirement for rent reasonableness determinations provided that the new requested rent amount is a change of 10% or less but requests that are at or below the current HCV payment standard are automatically approved.

This activity remains ongoing.

Activity Metrics:

The following HUD Standard Metrics were identified and tracked for this activity.

2019-01 CE #1: Agency Cost Savings				
<i>Total cost of task in dollars (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost to redetermine reasonable rent as a result of a CRI request.	\$5,451	\$1,854	\$5,229 FY 2023: \$6,080 FY 2022: \$1,739 FY 2021: \$802 FY 2020: \$1,574	No

2019-01 CE #2: Staff Time Savings				
<i>Total time to complete the task in staff hours (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to redetermine reasonable rent as a result of a CRI request.	254.03 hours	86.40 hours	108.68 hours FY 2023: 85.28 hours FY 2022: 64.35 hours FY 2021: 37.35 hours FY 2020: 73.35 hours	No

2019-01 CE #3: Decrease in Error Rate of Task Execution⁴⁹				
<i>Average error rate in completing a task as a percentage (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate when determining reasonable rent as a result of a CRI request.	0%	0%	0%	Yes

⁴⁹ RHA utilizes GoSection8 for all rent reasonableness determinations, therefore, the agency has not experienced an error rate in task execution.



2019-01 CE #5: Increase in Agency Rental Revenue				
<i>Rental revenue in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Increase in rental revenue following the determination of reasonable rent as a result of a CRI request.	\$212,665	\$232,952	\$229,126 ⁵⁰ FY 2023: \$132,782 FY 2022: \$288,893 FY 2021: \$300,893 FY 2020: \$308,646	No

2019-01 HC #4: Displacement Prevention				
<i>Number of households at or below 80% AMI that would lose assistance or need to move (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total number of households at or below 80% AMI who would lose assistance or need to move should landlords no longer participate in the HCV program.	1,129	24	0	Yes

2019-01 HC #5: Increase in Resident Mobility				
<i>Number of households able to move to a better unit and/or neighborhood (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total number of households able to move to a better unit and/or neighborhood of opportunity as a result of landlords continuing to participate in the HCV program.	1,105	2,382	2,098 FY 2023: 2,299 FY 2022: 2,235 FY 2021: 2,188 FY 2020: 2,251	No

Hardship Policy:

This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

⁵⁰ This is an increase in tenant contribution to rent and not an actual increase in rental revenue to RHA.



Challenges in Achieving Benchmarks and Possible Strategies:

Throughout FY 2024, RHA received 1,343 CRIs of which 64 were requests from landlords who were not eligible to receive one. Although not included in the reporting metrics, 117 landlords from the VASH program requested CRIs of which six were deemed ineligible.

In FY 2024, approximately 64% of CRI requests processed by RHA were from landlords who requested more than a 10% increase, a slight decrease from the 73% requested in FY 2023. Although RHA did not meet some of the established benchmarks during this FY, the volatile rental market explains the challenges faced for agency cost savings (*2019-01 CE #1*) and staff time savings (*2019-01 CE #2*). If/when the rental market in Reno/Sparks begins to stabilize, RHA anticipates meeting both of these benchmarks.



2019-02: Provide incentives to \$0 HAP households

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2019.

MTW Statutory Objective(s):

This activity provides incentives to families with children where the head of households is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient.

Allowing qualifying households to self-certify annual income also reduces cost and achieves greater cost effectiveness in federal expenditures.

Description:

Many of RHA's families who increase their household earnings and begin to pay full contract rent also experience the "benefits cliff". For several of these families, an increase in earned income results in a loss of eligibility for certain public benefits such as Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), childcare subsidy and housing. As a result, it is not uncommon for households approaching the end of their housing assistance within the HCV program to elect to reduce their income or lose employment to keep their housing assistance. Although these families have successfully increased their household earnings enough to pay the full contract rent, many remain fearful of no longer having the safety net offered through assistance eligibility.

To ease this fear and increase the success rate of RHA's HCV households in becoming economically self-sufficient, RHA adopted a new policy that extends the length of time a household can remain on the HCV program while receiving zero assistance. By lengthening the period from six months to 12 months, RHA expects to provide an additional level of security and confidence. Participants can continue to increase their earned income while at the same time eliminating the incentive to terminate employment or reduce working hours. The new policy aims to remove the choice many participants face between becoming more self-sufficient and maintaining housing assistance.

As an additional incentive to HCV participants on their way to self-sufficiency, RHA began to allow households at \$0 HAP to accrue a "program completion escrow" account for up to 12 months and alleviate the administrative burden placed on staff by self-certification of income for these households. Using single-fund flexibility, RHA began setting aside 15% of each household's contracted rent monthly in an escrow account while the household remains on the program receiving zero assistance. This escrow accrues beginning the first month that the family reaches \$0 HAP, accumulates monthly for up to 12 months and is provided to the family once the HAP contract has been terminated by RHA and the family has successfully transitioned off the HCV program.⁵¹

⁵¹ All escrow accruals are subject to funding availability and limited to one per lifetime for all adults living in the household at the time of move-off. Should the escrow accrual program cease due to funding restraints, HCV participants will receive any amounts accumulated prior. All households must be moved off of housing assistance at \$0 HAP in order to receive the accumulated escrow funds and will only be able to reapply for assistance following a three year sit out period.



Impact:

Throughout FY 2024, RHA successfully moved off 11 HCV participants with some program completion funds while 18 households remain on the program at full contract rent.

The following table provides an overview of the number of HCV clients who are currently housed or who moved off the program at \$0 HAP in FY 2024:

HCV households at \$0 HAP within FY 2024		
	# of households	Cost of 12-Month Escrow Accrual
EOP - full contract rent for 12 months	7	\$11,436
EOP - full contract rent, moved off prior to 12 months	4	\$3,022
Full contract rent, but within 12-month \$0 HAP period	18	\$41,167 ⁵²
Full contract rent within the FY, but remain on HCV program	17	\$0
Lost employment just prior to EOP at 12 months	1	\$0
Estimated annual cost:		\$55,625
Actual FY 2024 cost:		\$14,458

Update/Status:

This activity remains ongoing.

Activity Metrics:

The following HUD Standard Metric was identified and tracked for this activity.

2019-02 SS #1: Increase in Household Income				
<i>Average earned income of households affected by this policy in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households receiving \$0 HAP (increase).	\$16,198	\$41,675	\$54,302 FY 2023: \$51,813 FY 2022: \$47,190 FY 2021: \$41,875 FY 2020: \$42,295	Yes

⁵² Estimated cost is calculated based on the assumption that these 18 clients will remain on the HCV program at \$0 HAP and accumulate an escrow account for 12 months. These clients are currently accumulating escrow funds, but to date have not moved off the HCV program.



2019-02 SS #2: Increase in Household Savings				
<i>Average amount of savings/escrow of households affected by this policy in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average amount of savings/escrow of households receiving \$0 HAP (increase).	\$81	\$2,484	\$5,250 FY 2023: \$2,231 FY 2022: \$4,091 FY 2021: \$2,433 FY 2020: \$1,724 FY 2019: \$1,699	Yes

2019-02 SS #3: Increase in Positive Outcomes in Employment Status				
<i>Report for each type of employment status for those head(s) of households affected.</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Full-Time	12	41	24 (19 HOH, 5 Co-Head)	No
Employed Part-Time	20	6	4 (4 HOH, 0 Co-Head)	No
Enrolled in an Educational Program	N/A	N/A	N/A	N/A
Enrolled in Job Training Program	N/A	N/A	N/A	N/A
Unemployed	20	8	9 (6 HOH, 3 Co-Head)	No
Other	N/A	N/A	N/A	N/A

2019-02 SS #5: Households Assisted by Services that Increase Self-Sufficiency				
<i>Households assisted by services that increase self-sufficiency (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving \$0 HAP and assisted by services that increased self-sufficiency.	7	21	9	No



2019-02 SS #8: Households Transitioned to Self-Sufficiency				
Unit of Measurement	Baseline	Benchmark	Outcome ⁵³	Benchmark Achieved?
Number of households who were receiving \$0 HAP and successfully transitioned to self-sufficiency.	25	42	9	No

2019-02 CE #1: Agency Cost Savings				
<i>Total cost of task in dollars (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost to process an annual reexamination of HCV households at \$0 HAP.	\$2,398	\$1,046	\$232 FY 2023: \$564 FY 2022: \$696 FY 2021: \$349 FY 2020: \$698 FY 2019: \$1,021	Yes

2019-02 CE #2: Staff Time Savings				
<i>Total time to complete the task in staff hours (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to process an annual reexamination of HCV households at \$0 HAP.	116.76 hours	55.02 hours	9.17 hours FY 2023: 22.27 hours FY 2022: 27.51 hours FY 2021: 18.34 hours FY 2020: 36.68 hours FY 2019: 53.71 hours	Yes

Hardship Policy:

This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

⁵³ In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met RHA's definition in regard to the final phase of self-sufficiency.



Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:

The ability to become self-sufficient can vary from one household to another based on several factors including educational, social, and economic foundations. By increasing the timeline to 12 months and adding in an escrow accrual component, RHA anticipates providing an additional level of security for those participants who have increased their household income enough to be removed from housing assistance. RHA hopes to meet each of the benchmarks in the future.



2021-01: Affordable Housing Acquisition, Rehabilitation and Preservation

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2021.

MTW Statutory Objective(s):

This activity will increase housing choice for low-income families.

Description:

RHA is committed to expanding affordable housing throughout the Truckee Meadows through acquisition, new construction, or rehabilitation of housing that not only builds upon the goals outlined in the agency's strategic plan but is also consistent with the MTW demonstration. Through this activity, MTW funds are being utilized to assist in the acquisition/development of new affordable units, the rehabilitation of newly acquired properties, and the preservation and revitalization of existing affordable housing properties. Public and private funds are being leveraged, when possible, to create innovative financing and development strategies through joint ventures or other partnerships.

Update/Status:

Railyard Flats

Railyard Flats is a new affordable housing development at 419 10th Street, in Sparks, Nevada. RHA purchased the land in 2023 utilizing American Rescue Plan Act (ARPA) funds from the State of Nevada. The project is a 3-story walk up on a 1/3 acre consisting of 15 units (nine 1-BR units and six 2-BR units). It will target households at or below 60% AMI with four of the units set aside for households at or below 30% AMI. All units will include energy-efficient and all-electric appliances. Finally, the project is in an area of significant economic investment and redevelopment in downtown Sparks. Future tenants will be within easy walking distance of a major public transportation hub as well as retail and employment opportunities.

The development budget as of June 30, 2024, is \$6,811,915. The funding is coming from a variety of sources including, Home Means Nevada Initiative funds (American Rescue Plan Act SLFRF dollars), HOME-ARP, and MTW Block Grant funds. Construction started in early 2024 and is moving forward ahead of schedule and within budget. Construction completion is expected in October 2024 with lease-up to follow in November 2024.

Hawk View Apartments Redevelopment

Hawk View Apartments Redevelopment project involves the conversion of a 100-unit public housing site to a project-based Section 8 project under the demolition and disposition rules authorized by Section 18 of the U.S. Housing Act of 1937. The Hawk View Apartments are located on two parcels at 1500 Steelwood Lane and 2531 Tripp Drive, Reno, Nevada 89512. In partnership with Brinshore Development, RHA plans to demolish all 28 buildings and build new 3-story buildings that will create 199 units of modern low-income affordable housing on the site. The project will be built using Home Means Nevada Initiative funds (American Rescue Plan Act SLFRF dollars), 4% Low Income Housing Tax Credit (LIHTC) equity, and tax-exempt bonds. Additionally, to ensure that the project can add as many new affordable housing units as possible, RHA's Board of Commissioners have committed up to \$7,550,000 in MTW Block Grants funding to cover potential financial gaps.



RHA contracted with the relocation services company HousingtoHome to provide relocation services to tenants. Tenants have been offered a variety of resources and continued rental assistance to smoothly transition to another property and maintain housing stability. Resident relocation is expected to be complete in August 2024.

RHA has worked closely with its development partner, Brinshore Development, throughout the predevelopment phase of the project. As of June 30, 2024, all major financing for the \$85 million budget has been secured for the project and financial closing and construction start is expected in November 2024.

Silverada Manor Redevelopment

The Silverada Manor redevelopment project involves the substantial rehabilitation of a 150-unit public housing site through the Rental Assistance Demonstration (RAD) program. In partnership with Brinshore Development, RHA will redevelop this property and reposition these 150 public housing units to Project Based Vouchers using HUD's RAD/Section 18 blend. The project has a \$73 million budget and will be completed in three phases. RHA recently received the HUD RAD Conversion Commitment letter and is on track to financially close and begin construction in the fall of 2024. The project will be built using Home Means Nevada Initiative funds (American Rescue Plan Act SLFRF dollars), 4% Low Income Housing Tax Credit (LIHTC) equity, and tax-exempt bonds.

Carville Court Redevelopment

Carville Court is an existing RHA owned property consisting of three 2-unit duplexes located at 1245-1259 Carville Dr, Reno, NV. It was built in 1963 and purchased by RHA in 1997. Following the permanent relocation of existing tenants, RHA plans to demolish and replace the existing buildings with a 2-story walk-up with 11 or more residential units (1BD/1BR), a community room, and on-site offices for property management and supportive services staff. In order to increase the number of units that can be built on the site, a Master Plan Amendment to current zoning must be approved by the City of Reno. As of June 2024, the development budget is \$5,594,427. Based on 2023 TDC limits, \$2,423,894 of the budget will be funded through MTW Block Grant funds. Additionally, RHA was awarded \$701,348 in HOME-ARP funds from the State of Nevada. The agency is continuing to pursue other funding opportunities to fill the project's funding gaps.

RHA anticipates this project to be a supportive housing project and is actively pursuing funding opportunities to support intensive case management at the property including partnering with Washoe County as a co-applicant for a Nevada Supporting Housing Development Fund grant. RHA was awarded \$278,000 in HOME-ARP funds to fund the salary of a full-time supportive service provider on-site through 2030. RHA projects that once occupied, the property's cash flow will allow for that position to be funded beyond 2030.

This activity remains ongoing.



Activity Metrics:

The following HUD Standard Metrics were identified and tracked for this activity.

2021-01 HC #1: Additional Units of Housing Made Available				
<i>Number of new housing units made available for households at or below 80% AMI (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of new housing units made available for households at or below 80% AMI because of RHA's Affordable Housing Acquisition, Rehabilitation and Preservation activity.	0	0	0	Yes

2021-01 HC #2: Units of Housing Preserved				
<i>Number of housing units preserved for households at or below 80% AMI (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of housing units preserved for households at or below 80% AMI because of RHA's Affordable Housing Acquisition, Rehabilitation and Preservation activity.	0	0	0	Yes

2021-01 HC #5: Increase in Resident Mobility				
<i>Number of households able to move to a better unit and/or neighborhood of opportunity (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households able to move to a better unit and/or neighborhood of opportunity because of RHA's Affordable Housing Acquisition, Rehabilitation and Preservation activity.	0	0	0	Yes

Hardship Policy:

This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:

There were no challenges in achieving the established benchmarks.



2021-03: Partnership to Assist Homeless Youth

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2021.

MTW Statutory Objective(s):

This activity increases housing choice for homeless youth.

Description:

Washoe County continues to see a steady number of individuals experiencing homeless. Unfortunately, this also includes our community's youth. Eddy House, a local 501(c)3 non-profit, is the central intake and assessment facility in northern Nevada for homeless youth, ages 12-24. Since 2011, Eddy House has provided resources towards stabilizing youth who have experienced homelessness and/or are considered high risk. Recently, the local non-profit purchased and moved into a building that now serves as a resource center during the day and an overnight facility with 43 beds. The new center continues to serve as the central intake and assessment facility while also addressing the immediate overnight and emergency needs of Eddy House's extremely marginalized, non-system population of high-risk youth, ages 12-24.

To complement the new facility and assist this vulnerable population, RHA began utilizing single fund flexibility to assist Eddy House with their 24-hour center by funding up to 43 beds.

Impact:

Through this activity, RHA assists Eddy House in their mission to provide shelter and services to the homeless youth population. In FY 2024, RHA provided Eddy House with monthly assistance for 43 youth.

Update/Status:

This activity remains ongoing.

Activity Metrics:

The following HUD Standard Metrics were identified and tracked for this activity.

2021-03 HC #1: Additional Units of Housing Made Available				
<i>Number of new housing units made available for households at or below 80% AMI (increase).</i>				
Unit of Measurement	Baseline	Benchmark ⁵⁴	Outcome	Benchmark Achieved?
Number of new housing units made available for households at or below 80% AMI due to this partnership.	0	43	43	Yes

⁵⁴ Eddy House originally proposed 48 overnight beds, however upon completion of their new 24-hour facility, this number was reduced to 43. The benchmark for this activity was updated to reflect this change.



2021-03 HC #7: Households assisted by Services that Increase Housing Choice				
<i>Number of households receiving services aimed to increase housing choice (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase housing choice due to this partnership.	0	43 ⁵⁵	43	Yes

Hardship Policy:

This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:

This activity is designed to assist homeless youth in both a community living space and 24-hour drop-in center. The very transient nature of the at-risk population being served make it difficult to anticipate any leasing issues that may be encountered. In FY 2024, Eddy House expanded these services to include 50 emergency shelter beds and 26 community living beds. This expansion resulted in several months where Eddy House provided more beds for homeless youth than RHA had budgeted through this activity. In response to this increased demand, RHA may increase the number of beds this activity is funding in future plans.

⁵⁵ Eddy House originally proposed 48 overnight beds, however upon completion of their new 24-hour facility, this number was reduced to 43. The benchmark for this activity was updated to reflect this change.



2022-01: Workforce Development Program

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2022. It was amended in FY 2023 to allow for any adult member of the household to sign a contract to participate.

MTW Statutory Objective(s):

Implementation of this activity will provide 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 assist people to obtain employment and become economically self-sufficient.

Description:

Beginning with its initial application to HUD in 2012, the Family Self-Sufficiency (FSS) program has been a critical component of RHA's participation in the MTW Demonstration. Based on activities implemented and expanded upon over the years, the FSS program quickly began to evolve. Past successes and failures led staff to revise the agency's definition of self-sufficiency in FY 2017 and restructure the FSS program into a Workforce Development (WFD) Program in FY 2019. Through this restructuring, RHA began to provide a more client focused approach to all facets of self-sufficiency.

Increasing the number of PH residents and HCV participants moving toward the final phase of self-sufficiency by directly providing or connecting them to available educational opportunities and job trainings that promote economic independence continued to be a main pillar of RHA's WFD program. Addressing the need for sustainable employment that encourages economic mobility across multiple generations became an integral part of the program's design as well. To achieve this, RHA's WFD program began addressing the needs of the entire family - from one individual member, to parents, and youth.

The mission of the Workforce Development Program is to increase economic security among participants, to strengthen family foundations with the intention of building generational wealth, and to teach fundamental skills to promote independence. Our goal is to lead RHA families and youth to their fullest potential while participating in the Workforce Development Program.

It is anticipated that the addition of a two-generation approach to WFD will help motivate parents to pursue their education or obtain a better job based on the success they see from their child(ren)'s involvement while inspiring youth to become self-sufficient as they enter adulthood. Although some parents and/or youth may already be reaching milestones or engaged with WFD programs, the goal of a two-generation approach is to encourage more family members to participate. Increased participation will serve to cultivate growth within the family, improve the odds of building generational wealth, and move the entire family toward self-sufficiency.

Impact:

By the end of FY 2024, 77 participants have signed Contracts of Participation and are actively involved in RHA's WFD program. The program is designed for motivated participants who are ready to create a concise plan to reach self-sufficiency. As such, each active participant must be interested and have the motivation to work with their Workforce Development Coordinator to:



- Set and attain goals
- Increase employment skills and/or enroll in higher education classes
- Attend Workforce Development in-house workshops that focus on soft and hard employment skills
- Conduct job searches and/or attend career fairs
- Maintain employment

To assist motivated WFD participants working toward the goals identified in their Individual Training and Services Plans (ITSPs), RHA utilized single fund flexibility to implement several financial incentives. This includes providing rent credits based on goal completion and financial assistance with some of the most common barriers to self-sufficiency through the establishment of a Self-Sufficiency Fund.

Throughout FY 2024, RHA provided \$2,072.87 in financial assistance to WFD program participants who experienced unexpected hardships that created a barrier to self-sufficiency. Prior to disbursing any Self-Sufficiency Funds, RHA’s three-person Hardship Committee must review each request to determine viability. Some of the requests approved by the hardship committee over the year include assistance with transportation fees, car payments, and school supplies.

The following table provides a breakdown of the number of rent credits provided by RHA to 26 participating WFD households who met some of the goals identified in their ITSPs:

Rent credits provided to WFD participants within FY 2024			
	\$ of rent credit	# of households	Cost of Rent Credit
Obtaining Employment (32+ hours/week)	\$25	3	\$75
Six months - Consistent same source employment	\$50	4	\$200
12 months – Consistent same source employment	\$100	3	\$300
18 months – Consistent same source employment	\$150	1	\$150
Vocational Certification Earned	\$150	5	\$750
AA/BS Degree Earned	\$200	1	\$200
24 months – Consistent same source employment	\$200	5	\$1,000
36 months - Consistent same source employment	\$250	1	\$250
60 months - Consistent same source employment	\$350	3	\$1,050
JOIN workshop	\$100	1	\$100
Getting Ahead workshop	\$200	8	\$1,600
16 Hours of Volunteer time	\$150	1	\$150
Misc. workshops	-	3	\$250
Actual FY 2024 cost:			\$6,225

Implementation of this activity also serves as an investment in RHA’s youth. RHA’s Youth Workforce Development Program, or Start Smart, has been designed to assist PH and HCV youth in



establishing short and long-term educational and career goals. Benefits of program participation are highlighted with each eligible family and include one-on-one mentoring with RHA staff, financial credits for workshop participation, job search support, and assistance with financial aid and scholarship searches. Earned financial credits are paid directly to the participating youth upon graduation from the Start Smart program. Furthermore, each graduate will also be given the opportunity to apply for one of three one-time scholarships, \$10,000 each, to be used toward post-secondary plans identified through participation in the program.

In FY 2024, RHA saw its second class of Start Smart graduates. These five young adults accumulated \$33,800 in financial incentives and three were awarded an additional scholarship of \$10,000 each to be used toward their post-secondary plans. RHA's 2024 Scholarship Night, held on June 26, 2024, celebrated the remarkable achievements of this year's graduates, and allowed each of them to share personal stories on how the program positively influenced their academic and personal development. RHA is extremely proud of each of the following graduates and commends their determination as they work toward their future goals.



Daanial plans to pursue an apprenticeship in the electric field at TMCC and then continue his studies at the University of Nevada, Reno. The program's workshops on stress management and career planning have significantly contributed to his personal growth and preparedness for future challenges.

Daanial Butt
2024 Start Smart Graduate
& Scholarship Recipient

Ishleyn aims to complete her college education at TMCC and dreams of owning a food truck business. She credited the Start Smart Program for helping her set and achieve personal goals and appreciated the support from Rosa Hall, RHA's WFD Youth Coordinator, in improving her academic performance.



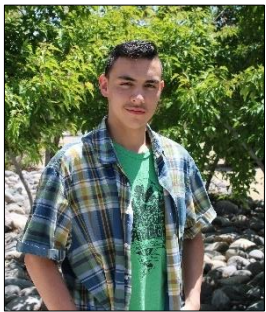
Ishleyn Delgado
2024 Start Smart Graduate



Karizma will be attending the University of Nevada, Las Vegas, majoring in business. Her involvement in various activities, both academic and extracurricular, has been supported by the confidence and direction provided by the Start Smart Program.

Karizma Hinojos
2024 Start Smart Graduate

Nathaniel aspires to become a calculus professor. The program has provided him with valuable learning experiences that have reinforced his commitment to education and self-reliance.



Nathaniel Lichtenwalter
2024 Start Smart Graduate
& Scholarship Recipient



Alondra will be majoring in public health with a focus on pre-nursing at the University of Nevada, Reno. The program has equipped her with essential skills like time management and effective communication, crucial for her future career as a trauma nurse.

Alondra Perez
2024 Start Smart Graduate
& Scholarship Recipient

As of June 30, 2024, RHA has 14⁵⁶ youth, from PH and HCV households, who are actively participating in Start Smart and building their financial incentive credits. Since joining the program, these 14 young adults have accumulated \$64,750 in financial incentive credits including \$37,650 over the last year. The following table provides a breakdown on the number of financial credits accumulated by participants who continued to participate in the program throughout FY 2024:

Incentive credits earned by RHA youth through Start Smart in FY 2024			
	\$ earned	# of youth	Cost of incentive
Quarterly meetings with Youth WFD Coordinator	\$50	53	\$2,650
Attended workshop w/parent	\$400	81	\$32,400
Attended workshop w/o parent	\$200	12	\$2,400
Obtained employment	\$100	2	\$200
Total FY 2024 Start Smart financial incentive credits:			\$37,650

As indicated when this activity was proposed, RHA anticipates that the addition of a two-generation approach to WFD could motivate parents to pursue their education or obtain a better job based on the success they see from their child(ren)’s involvement. In FY 2024, five active WFD participants have a child who is also active in the Start Smart program.

Update/Status:

In FY 2024, CIRE Equity finalized the donation of a space within the Paradise Plaza shopping center to RHA for a workforce development hub that will house all of RHA’s Workforce

⁵⁶ An additional five participants joined at the beginning of FY 2025. Currently, RHA has 19 active youth in its Start Smart program.



Development activities. Utilizing single fund flexibility, RHA's Board of Commissioners has committed \$950,000 to assist in the necessary rehab of this donated space.

This activity remains ongoing.

Activity Metrics:

The following HUD Standard Metrics were identified and tracked for this activity.

2022-01 SS #1: Increase in Household Income				
<i>Average earned income of households affected by this policy in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households enrolled in WFD Program.	\$7,222 ⁵⁷	\$10,111	FY 2024: \$18,535 FY 2023: \$18,092 FY 2022: \$15,364	Yes

2022-02 SS #2: Increase in Household Savings				
<i>Average amount of savings/escrow of households affected by this policy in dollars (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average amount of savings/escrow of households enrolled in WFD program.	\$1,468 ⁵⁸	\$1,615	FY 2023: \$1,616 FY 2023: \$3,340 FY 2022: \$2,351	Yes

2022-01 SS #3: Increase in Positive Outcomes in Employment Status				
<i>Report for each type of employment status for those head(s) of households affected.</i>				
Unit of Measurement	Baseline	Benchmark	Outcome⁵⁹	Benchmark Achieved?
Employed Full-Time	7	9 or 18%	25 or 32% (23 HOH, 2 Co-Head)	Yes
Employed Part-Time	11	14 or 28%	16 or 21% (15 HOH, 1 Co-Head)	No
Enrolled in an Educational Program	0	0 or 0%	0 or 0%	Yes
Enrolled in Job Training Program	0	0 or 0%	0 or 0%	Yes
Unemployed	37	28 or 56%	48 or 62% (39 HOH, 9 Co-Head)	No
Other	N/A	N/A	N/A	N/A

⁵⁷ Baseline was established using participating WFD households and reflects the average earned income at the time each household signed the contract of participation.

⁵⁸ Baseline was established using participating WFD households and reflects the average amount of savings/escrow at the time each household signed the contract of participation.

⁵⁹ Outcome percentages are based on 77 WFD participants with signed contracts at the end of FY 2024.



2022-01 SS #5: Households Assisted by Services that Increase Self-Sufficiency				
<i>Households assisted by services that increase self-sufficiency (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households enrolled in WFD program and assisted by services that increased self-sufficiency.	50	67	77	Yes

2022-01 SS #8: Households Transitioned to Self-Sufficiency				
Unit of Measurement	Baseline	Benchmark	Outcome⁶⁰	Benchmark Achieved?
Number of households enrolled in WFD program who successfully transitioned to self-sufficiency.	0	2	1	No

Hardship Policy:

This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:

Although RHA successfully graduated three households from the WFD program, only one household voluntarily moved off assistance earning the 25% escrow bonus. RHA understands the fear that many households experience when they no longer have the safety net of ongoing housing assistance. RHA continues to explore ways to highlight the additional 25% escrow bonus incentive as a way to not only increase participation but encourage graduates to voluntarily move off of housing assistance.

⁶⁰ In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met RHA’s definition in regard to the final phase of self-sufficiency.



2024-02: Local Project Based Voucher Program

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2024.

MTW Statutory Objective(s):

This activity is expected to reduce costs and achieve greater cost effectiveness in federal expenditures and increase housing choice for low-income families.

Description:

Throughout RHA's participation in MTW, the agency proposed and implemented several activities directly related to PBVs. These activities allowed for the assignment of PBVs to agency owned/controlled properties for ongoing partnerships, PBVs for privately owned properties, and the ability to assign PBVs to agency owned properties without going through a competitive process. Implementation of this activity combined all of RHA's PBV activities into one Local Project Based Voucher Program.

Impact:

Although the housing market has strengthened and the amount of available inventory has become increasingly limited, RHA remains committed to purchasing or developing additional housing should the units further the agency's mission. Properties purchased and/or developed will continue to be reviewed to determine whether the use of a PBV is appropriate.

Units that are assigned a PBV through this activity are housing residents in RHA's programs, being assisted by one of RHA's partners or being housed at another affordable housing property. With the limited number of affordable housing units available throughout the area, the ability to assign PBVs has proven to be an effective way to increase housing choice for several low-income households. RHA will continue to utilize this approved flexibility should the opportunity present itself.

Update/Status:

This activity remains ongoing.

Activity Metrics:

The following HUD Standard Metrics were identified and tracked for this activity.

2024-02 CE #1: Agency Cost Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of assigning PBVs to agency owned units without a competitive process.	\$720/property	\$0	\$0	Yes



2024-02 HC #4: Displacement Prevention				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households at or below 80% AMI that would lose assistance or need to move.	0	0	0	Yes

2024-02 HC #5: Increase in Resident Mobility				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households able to move to a better unit and/or neighborhood of opportunity.	0	50	45	No

2024-02 HC #7: Households Assisted by Services that Increase Housing Choice				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase housing choice.	0	50	45	No

Hardship Policy:

This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:

There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:

There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:

There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:

In FY 2023, RHA awarded 16 PBVs to two privately owned complexes that were under construction. Both properties had an AHAP in place and the first eight units are expected to be leased in the coming months. Construction continues on the second property with units expected to be leased by the end of the fall of 2025. In addition to these 16 PBVs, RHA has also awarded 43 VASH PBVs to five separate complexes.



B. Not Yet Implemented Activities

The activities discussed in this section have been approved by HUD but not yet implemented by RHA. The following table provides an overview of each of the approved MTW activities that have not yet been implemented including the year it was identified, the primary statutory objective(s) the activity is intended to impact, and the Authorization(s) cited.

MTW activities approved but not yet implemented				
Activity #	Plan Year Approved	Activity Name	Statutory Objective(s)	Authorization(s)
2021-02	2021	STAR Apprenticeship Program	Create incentives for families to work, seek work or prepare for work.	Attachment C Sections C.11 and D.2.a.
2024-01	2024	Time-Limited Workforce Development Vouchers	Create incentives for families to work, seek work or prepare for work.	Attachment C Sections D.1.b., D.1.c., D.2.d., D.4., and Section E

2021-02: STAR Apprenticeship Program

Description

As Washoe County’s workforce and employers evolve, training and preparation programs are becoming necessary to secure several of the higher paying jobs that are available within the region. In FY 2021, RHA proposed using single fund flexibility to establish the STAR Apprenticeship Program. This 24-week program will be designed to provide career-connected learning opportunities for residents of all ages. Through the program, PH residents and HCV participants will be provided with on-the-job training and related classroom instruction that will serve to increase current skill levels. More importantly, each STAR participant will gain valuable work experience within one of RHA’s departments (maintenance, development, finance, etc.) and be provided with continuous feedback regarding expectations and overall performance throughout.

Update/timeline for implementation

RHA initially anticipated this activity was to be implemented in January 2021, however the COVID-19 pandemic forced this activity to be a delayed. Although RHA is still interested in implementing this activity, it is unclear when this activity will be implemented.

2024-01: Time-Limited Workforce Development Vouchers

Description

RHA proposes to assist Washoe County’s younger population who have successfully completed a community-based education or life-skills program and are at risk of long-term housing instability. To do this, RHA will allow at least 15 tenant-based vouchers to be earmarked to house youth who want to achieve self-sufficiency. Currently, this population is largely unassisted by the agency’s traditional housing programs and due to waitlist preferences in place, are very unlikely to receive a traditional voucher. Through this activity, RHA proposes to expand the services already provided



to these youth with a structured, goal-oriented program that provides ongoing self-sufficiency support.

RHA's Workforce Development program is the cornerstone of the success of this activity. Consequently, direct referrals for Workforce Development Vouchers will be accepted from established non-profit partnering agencies specifically for these Workforce Development Vouchers. RHA's Workforce Development staff will accept the initial referral from the partnering agency and assist during the entire process from referral, admission, tenancy, and finally, self-sufficiency as they transition off housing assistance. As such, each applicant housed under this activity will receive a time-limited voucher of eight years and be required to participate in RHA's Workforce Development program.

Update/timeline for implementation

The success of this activity is reliant on community partners with strong case management services in place. As such, RHA needs to solicit for qualified, community-based, non-profit organizations through its RFQ process. Once awarded, both agencies will collaborate on case management and wraparound services for each of these time-limited tenant-based vouchers. Once this RFQ process is complete, staff will move toward the implementation of this activity.

C. Activities on Hold

RHA does not have any MTW activities on hold.



D. Closed Activities

The activities discussed in this section have been previously approved by HUD but closed by RHA. The following table provides an overview of each activity including the year it was approved, the primary statutory objective(s) the activity is intended to impact, and the authorization(s) cited.

Closed MTW Activities					
Activity #	Fiscal Year Approved	Fiscal Year Closed	Activity Name	Statutory Objective(s)	Authorization(s)
2014-01	2014	2023	Assign PBVs to RHA owned/controlled units without competitive process	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections D.2.b. and D.7.a.
2014-03	2014	2019	Rent Reform Controlled Study	Create incentives for families to work, seek work or prepare for work <u>and</u> reduce costs and achieve greater cost effectiveness.	Attachment C Sections D.1.b., D.1.c., D. 2. a., and D.4.
2014-04	2014	2021	Expand self-sufficiency activities	Create incentives for families to work, seek work or prepare for work	Attachment C Section E.
2014-07	2014	2017	Alternate HQS verification policy	Reduce costs and achieve greater cost effectiveness.	Attachment C Section D.5.
2014-08	2014	2023	Partner with local nonprofit to provide special needs household	Increase housing choice for low-income families <u>and</u> create incentives for families to work, seek work or prepare for work reduce costs and achieve greater cost effectiveness.	Attachment C Sections B.4., D.1.b., and D.7.a.
2015-03	2015 amended 2017	2023	Eliminate caps on PBV allocations and allow for assignment of PBVs to 100% of RHA-owned, non-Public Housing properties	Reduce costs and achieve greater cost effectiveness <u>and</u> increase housing choice for low-income families.	Attachment C Sections D.1.e. and D.7.a.
2015-04	2015	2018	Required Savings Plan for Earned Income Disallowance (EID) PH residents	Create incentives for families to work, seek work or prepare for work.	Attachment C Section E.



Activity #	Fiscal Year Approved	Fiscal Year Closed	Activity Name	Statutory Objective(s)	Authorization(s)
2016-02	2016	2024	Redefine near-elderly person	Increase housing choice for low-income families.	Attachment C Section B.3.
2016-03	2016	2020	Time limited vouchers and redesign of traditional FSS Program	Create incentives for families to work, seek work or prepare for work <u>and</u> reduce costs and achieve greater cost effectiveness <u>and</u> increase housing choice for low-income families	Attachment C Sections D.1.b., D.1.c., D.2.d., E <u>and</u> Attachment D Use of MTW Funds
2016-04	2016	2023	Allow HCV participants to lease units that exceed the 40% rent burden	Increase housing choice for low-income families.	Attachment C Section D.2.a.
2016-08	2016 amended 2019	2023	Expand Project Based Voucher Program	Increase housing choice for low-income families.	Attachment C D.1.e. and D.4.



2014-01: Assign PBVs to RHA owned/controlled units without competitive process

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2014.

Description:

Utilizing numerous funding sources, RHA acquired and maintains over 160 scattered site properties throughout the City of Reno, the City of Sparks, and Washoe County. To expand the housing choices of many low-income families, RHA began assigning PBVs to these agency owned/controlled units without going through a competitive process. A Technical Amendment to the FY 2014 MTW Annual Plan followed that allows for initial contract rents to be set by RHA if that rent is set at or below the applicable low HOME rents for the area.

MTW Statutory Objective(s):

Reduce costs and achieve greater cost effectiveness in federal expenditures.

Year of Close Out:

This activity was closed in FY 2023.

Reason for Close Out:

In FY 2024 RHA received approval to create a Local Project Based Voucher Program (*Activity 2024-02*) to consolidate all current PBV activities into one. The outcomes related to this activity will continue to be reported on under this new activity.

2014-03: Rent Reform Controlled Study

Plan Year Approved, Implemented and Amended (if applicable):

This policy was identified, approved, and implemented in FY 2014.

Description:

This activity's main objective was to rigorously promote self-sufficiency through a rent reform program that provided strong incentives to adult household members to seek and obtain employment. The Rent Reform Study was tested by bringing at least 150 families with children off the HCV wait list, assigning them to one of two groups of participants based on when their name was pulled from the wait list, and issuing them vouchers limited to five years. This activity did include elderly/disabled families with children.

For half of the families participating the study, rent was set using standard HCV rent calculations subject to the same policies and procedures as all other HCV participants. This group, also known as the control group, had rents set using RHA's current HCV policy, 30% of adjusted monthly income.

The study was designed to test two of the strongest incentives for HCV participants to become self-sufficient: (1) the ability to increase income without affecting rent and (2) the knowledge that their housing assistance will end after five years. These two incentives were given to study group participants, the other half of the Rent Reform Study. Participants in this group had rents set in advance which did not change based on income or household size. Rents for the study group only



changed after the participant was on the program for two years or if the required bedroom size of the unit changed based on additional members being added to the household. As a result, the disincentive for obtaining new income was removed as these families can keep any increase in earned income without worrying that 30% of this income increase will be calculated for rent.

MTW statutory objective(s):

Create incentives for families to work, seek work or prepare for work *and* reduce costs and achieve greater cost effectiveness in federal expenditures.

Year of close out:

This activity was closed in FY 2019.

Reason for close out:

RHA staff considered several factors before reaching a decision to close this activity. Based on the rental market conditions resulting in a decline in RHA's current HCV lease up figures along with the undue stress that a time-limited voucher may cause for the participating family, it was determined that this activity would be closed. Notification was given to all remaining Rent Reform Controlled Study participants of RHA's intent to close the activity at which time all active households were transitioned to a regular HCV voucher.

2014-04: Expand self-sufficiency activities

Plan Year Approved, Implemented, Amended and Closed:

This activity was identified, approved, and implemented in FY 2014. It was amended in FY 2015 and FY 2017.

MTW Statutory Objective(s):

Provide 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 assist people to obtain employment and become economically self-sufficient.

Description of Statutory Exceptions outside of MTW Flexibilities that could have been beneficial:

RHA has not identified any statutory exceptions outside of MTW flexibilities that might have provided additional benefit to this activity.

Description:

The FSS Lite Program, like the traditional FSS Program without an interest-bearing escrow account, was proposed and implemented in FY 2014. Upon implementation, the FSS Lite Program, designed to promote self-sufficiency through streamlined FSS service delivery, became mandatory for PH residents who are delinquent in completing their Community Service hours. Mobility Demonstration households who are unemployed without a qualifying exemption are also required to participate in the FSS Lite Program and prior to close out, Rent Reform Controlled Study participants were encouraged to take advantage of the program.

By utilizing single fund flexibility, RHA expanded the FSS Lite Program in FY 2015 and established a Self-Sufficiency Fund. The Self-Sufficiency Fund is designed to cover specific costs



associated with self-sufficiency activities and is used whenever possible to assist program participants in achieving their self-sufficiency goals.

In FY 2017, RHA re-proposed this activity to allow for the establishment of one-time and/or ongoing rent credits to serve as an incentive to FSS Lite Program participants to complete the goals identified in their Individual Training and Services Plans (ITSP), as well as increase participation in the FSS Lite Program overall.

Year of close out:

This activity was closed out and replaced with Activity 2022-01 in FY 2022.

Reason for Close Out:

RHA recently restructured its entire FSS Program into a Workforce Development Program focused on Job placement and job retention for all able-bodied participants in RHA's housing programs, including youth. As the goal of this activity is to propel households toward the final phase of self-sufficiency, RHA will no longer refer households with delinquent community service hours to the Workforce Development Program. This fundamental change resulted in this activity, including the FSS Lite Program, being closed and replaced with RHA's newest Workforce Development Program (*Activity 2022-01*).

2014-07: Alternate HQS verification policy

Implementation year:

This policy was identified, approved, and implemented in FY 2014.

MTW statutory objective(s):

Reduce costs and achieve greater cost effectiveness in federal expenditures.

Description:

HCV units that pass the HQS inspection on the first visit will not be inspected until two years following the last passed inspection, as long as both the landlord and HCV participant sign a certification that the unit is in good repair. If the landlord and HCV participant do not each certify or agree on the condition of the unit, an annual HQS inspection is conducted. The year following a successful self-certification, RHA will conduct a standard HQS inspection.

Year of close out:

This activity was closed out in FY 2017.

Reason for close out:

HUD is now allowing for biennial HQS HUD inspections through Section 220 of the 2014 Appropriations Act, this activity has been closed.

2014-08: Partner with local nonprofits to provide housing to at risk families

Plan Year Approved, Implemented and Amended (if applicable):

This policy was identified, approved, and implemented in FY 2014.



Description:

RHA is providing PBV units to clients of its nonprofit partners. These PBVs are for two years and each of the nonprofit partners provide supportive services. RHA also worked with Silver Sage Manor, Inc. to assign five PBVs for units at their NSP3 property located at 435 Moran Street. This property was completely rehabilitated using NSP3 funds provided by the City of Reno. Although Silver Sage Manor, Inc. does not provide any supportive services, their property houses elderly individuals in the City of Reno, the City of Sparks, and Washoe County community who are, or may soon become, homeless.

MTW Statutory Objective(s):

Increase housing choice for low-income families and provide 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 assist people to obtain employment and become economically self-sufficient.

Year of close out:

This activity was closed in FY 2023.

Reason for close out:

In FY 2024 RHA received approval to create a Local Project Based Voucher Program (*Activity 2024-02*) to consolidate all current PBV activities into one. The outcomes related to this activity will continue to be reported on under this new activity.

2015-03: Eliminate caps on PBV allocations and allow for assignment of PBVs to 100% of RHA-owned, non-Public Housing properties

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2015. It was amended in FY 2017.

Description:

RHA owns non-PH dwelling units and complexes which have been assigned PBVs and utilized in various housing programs to help more households move off the wait lists. Per 24 CFR §983.56, PBV assistance for units in a project cannot exceed more than 25% of the number of dwelling units (assisted or unassisted) in the project.

In FY 2015, RHA waived the per project cap on RHA owned non-PH complexes allowing for the assignment of PBVs to up to 100% of these units, increasing both the rental revenue for RHA and housing choices for low-income families. In FY 2017, RHA requested and received approval for a waiver to lift the 20% limit on the amount of voucher funding that may be utilized under the PBV program.

Year of close out:

This activity was closed in FY 2023.

Reason for close out:

In FY 2024 RHA received approval to create a Local Project Based Voucher Program (*Activity 2024-02*) to consolidate all current PBV activities into one. The outcomes related to this activity will continue to be reported on under this new activity.



2015-04: Required Savings Plan for Earned Income Disallowance (EID) PH residents

Plan Year Approved, Implemented and Amended:

This activity was identified, approved, and implemented in FY 2015.

MTW statutory objective(s):

Create incentives for families to work, seek work or prepare for work.

Description:

EID allows eligible residents in the PH program to increase their incomes through employment without triggering rent increases. When any assisted participant in the PH program, who is unemployed or under-employed, obtains a job or increases their wages, they are eligible for the EID benefit. The resulting increase in income is fully excluded for 12 months and 50% excluded for an additional 12 months.

While the goal of EID is to motivate people who qualify for the program to accept employment, PH EID participants are often unable to maintain steady employment and frequently have issues once the EID period runs out because they have not learned how to effectively manage their money. To encourage PH residents to think more about their finances and ultimately prepare for the end of the EID period, RHA began requiring that all EID PH residents participate in a savings plan.

Year of close out:

This activity was closed out in FY 2018.

Reason for close out:

With the elimination of EID in RHA's FY 2016 MTW Annual Plan, this activity has been closed.

2016-02: Redefine near elderly person

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2016. It was expanded upon in FY 2020 to include use of this near-elderly definition within RHA's PBV program.

MTW Statutory Objective(s):

Increase housing choice for low-income families by allowing RHA to change the definition of near elderly for its PH program only and allowing RHA to treat these newly defined households as elderly for admission to one of RHA's senior PH complexes.

Description:

In FY 2016, RHA modified HUD's definition of near elderly as it relates to the PH program to limit it to persons who are at least 55 years of age but below the age of 62. In FY 2020, RHA expanded this near-elderly definition to its PBV program. These newly defined near elderly households are treated as elderly to allow for their admission from the wait list to one of RHA's senior PH complexes or PBV sites, which define elderly as 55 years of age and older. RHA anticipates that this activity will increase the number of eligible families for referral to these units without raising concerns with current residents regarding potential lifestyle conflicts.



Implementation of this policy change does not qualify the near elderly family for the Elderly/Disabled Allowance, triennial recertification schedule or Simplified Medical Deduction.

Impact:

Since the implementation of this activity, there have been 1,034 near elderly persons/families on the wait lists. This includes 120 households in FY 2024 who would not have been eligible to apply had this activity not been in place.

Activity Metrics:

The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-02 HC #4: Displacement Prevention				
<i>Number of households at or below 80% AMI that would lose assistance or need to move (decrease).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Households who would lose assistance or need to move.	0	0	0	Yes

2016-02 HC #5: Increase in Resident Mobility				
<i>Number of households able to move to a better unit and/or neighborhood of opportunity (increase).</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of near-elderly households able to move to a better unit and/or neighborhood of opportunity.	0	0	0	Yes

The following RHA Local Metric was identified and continues to be tracked for this activity.

2016-02 RHA Local Metric: Additional Units of Housing Made Available				
<i>Number of housing units made available to households at or below 80% AMI.</i>				
Unit of Measurement	Baseline	Benchmark⁶¹	Outcome	Benchmark Achieved?
Number of housing units made available to near-elderly households at or below 80% AMI.	0	17	6 FY 2023: 8 FY 2022: 11 FY 2021: 8 FY 2020: 8 FY 2019: 6 FY 2018: 8 FY 2017: 27 FY 2016: 2	No

⁶¹ During CY 2014, RHA experienced 55 vacancies within its three senior PH complexes. The benchmark for this activity was established assuming that approximately 30% of these vacancies could have been offered/leased to near-elderly households.



Reason for close out/Lessons learned:

When this activity was proposed, it was intended to increase the number of eligible families for referral to RHA's units without raising concerns with current residents regarding potential lifestyle conflicts. Newly defined near elderly households were treated as elderly to allow for their admission from the wait list to one of RHA's senior PH complexes or PBV sites, which define elderly as 55 years of age and older. In FY 2024, all RHA PH complexes were designated as "general occupancy" rather than elderly. As a result of this designation, the near-elderly definition is no longer being used during the admissions process and the activity is being closed.

2016-03: Time limited vouchers and redesign of traditional FSS Program

Plan Year Approved, Implemented and Amended:

This activity was identified and approved in FY 2016.

MTW statutory objective(s):

Create incentives for families to work, seek work or prepare for work.

Description:

In FY 2016, RHA proposed and received approval to establish a five-year time limit for all new non-elderly/non-disabled applicants participating in the HCV program with the goal of promoting self-sufficiency and increasing housing opportunities. Furthermore, to better serve existing HCV and PH FSS participants and all new non-elderly/non-disabled HCV participants with time limited vouchers, RHA received approval to redesign the traditional HCV and PH FSS Program.

Time limited vouchers:

To assist more families in need and promote self-sufficiency, work-able non-elderly/non-disabled households receiving subsidies will be given an impetus to become self-sufficient and cycle off of the program through the implementation of five-year time limited vouchers. Prior to being issued a time limited voucher, all new non-elderly/non-disabled applicants will be required to attend an in depth, eight-hour financial literacy class. Should a family choose not to participate in the class, they will be removed from the HCV wait list entirely and will need to reapply.

In addition to the mandatory financial literacy class, all new non-elderly/non-disabled HCV participants will meet with a Workforce Development Coordinator within three months of lease up to create an ITSP. The ITSP will outline the family's goals to achieve self-sufficiency within five years. All time limited voucher holders will also be required to meet annually, at minimum, with a Workforce Development Coordinator to review the ITSP and track their progress.

Redesign of traditional FSS Program:

To better serve existing HCV and PH FSS participants and all new non-elderly/non-disabled HCV participants with time limited vouchers, the traditional HCV and PH FSS Program will be redesigned. The redesign will eliminate the escrow accrual for all new HCV participants while allowing PH FSS participants to continue to participate in FSS with the traditional escrow accrual; however, upon successful completion of the FSS Program, the PH resident will only receive their escrow balance upon forfeiture of their housing assistance. Should the family choose to forfeit the balance of the accrued escrow, they will be allowed to maintain their PH unit. All current/existing HCV and PH FSS participants will be allowed to continue their escrow accrual through the



expiration of their FSS contracts and maintain housing assistance under current FSS Program guidelines.

Year of close out:

This activity was closed in FY 2020.

Reason for close out:

In FY 2014, RHA began issuing vouchers limited to five years as part of a Rent Reform Controlled Study (*Activity 2014-03*) within the HCV program. RHA partnered with an outside institution to evaluate the continuing effects and changing statuses of families participating in the Rent Reform Controlled Study. The purpose of the evaluation was to properly gauge whether increases in income that do not affect a household's rent and whether limiting vouchers to five years was incentive enough for families to become self-sufficient. As RHA worked through the lessons learned from the Rent Reform Controlled Study, staff determined that implementation of this activity on all non-elderly/non-disabled HCV participants would result in undue stress on participating families and determined that this activity should be closed.

2016-04: Allow HCV participants to lease units that exceed the 40% rent burden

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2016.

Description:

Through the HCV program, rental subsidies are provided for standard-quality units that are chosen by the tenant in the private market. Per 24 CFR §982.508, tenant rent plus utilities is limited to no more than 40% of monthly adjusted income when the family first receives voucher assistance in a unit. However, this maximum rent burden requirement is not applicable at reexamination if the family stays in place. In many cases, tenancy is not approved because the tenant's portion of rent exceeds this maximum 40% rent burden by a relatively small amount.

To increase housing choice for several HCV participants, RHA began permitting these participants to lease units that exceed the 40% maximum rent burden in accordance with their individual financial circumstances. HCV participants can now choose housing that is more costly than otherwise permitted under HUD regulations if the initial maximum rent burden does not exceed 50% of their monthly adjusted income at the time of approving tenancy and executing a HAP contract.

MTW Statutory Objective(s):

Increase housing choice for low-income families by providing HCV participants with more of a choice at lease up.

Year of close out:

This activity was closed in FY 2023.

Reason for close out:

RHA began implementing this activity in FY 2016. Overall, this activity has been relatively ineffective at increasing housing choice among HCV participants. Recently staff began exploring ways the agency could not only increase voucher utilization but also assist HCV participants who



want to move to low poverty, high opportunity neighborhoods within our region. Rather than place the increased rent burden on the participants, RHA recently implemented Exception Payment Standards for 12 specific zip codes throughout the Truckee Meadows where rents were unaffordable based on RHA's traditional payment standards to allow for more upward mobility.

2016-08: Expand Project Based Voucher Program

Plan Year Approved, Implemented and Amended (if applicable):

This activity was identified, approved, and implemented in FY 2016. It was expanded upon in FY 2019 to include families who are participating in Washoe County's workforce development programs.

MTW Statutory Objective(s):

Increase housing choice for low-income families.

Description:

In FY 2016, RHA expanded its PBV program to include an allocation of up to 50 PBVs to privately owned properties in exchange for the owner's commitment to provide affordable housing to individuals and/or families who are experiencing homelessness. This activity was amended in FY 2019 to expand RHA's PBV program even further to address the lack of affordable housing options for families who are actively participating in workforce development programs within Washoe County. RHA will continue to partner with local non-profit organizations who can provide ongoing case management as well as direct referral for each PBV unit once a vacancy occurs. Through these collaborations, RHA strives to provide stability in housing so that homeless and "working poor" households can improve their skills, obtain employment, and ultimately work toward self-sufficiency.

According to the requirements outlined in RHA's Administrative Plan, no project may set aside more than 25% of its total units for PBVs. However, depending on the size of the owner's complex, it is possible that 100% of the units within the complex will be project based. Therefore, this 25% requirement has been waived for properties applying for PBVs under this activity.

Year of close out:

This activity was closed in FY 2023.

Reason for close out:

In FY 2024 RHA received approval to create a Local Project Based Voucher Program (*Activity 2024-02*) to consolidate all current PBV activities into one. The outcomes related to this activity will continue to be reported on under this new activity.



SECTION V

SOURCES AND USES OF MTW FUNDS



V. Sources and Uses of MTW Funds

A. Financial Reporting

- i. Available MTW Funds in the Plan Year
RHA has submitted unaudited and audited information in the prescribed Financial Data Schedule (FDS) format through the Financial Assessment System – PHA (FASPHA), or its successor system.
- ii. Expenditures of MTW Funds in the Plan Year
RHA has submitted unaudited and audited information in the prescribed FDS format through the FASPHA, or its successor system.
- iii. Describe Application of MTW Funding Flexibility

Application of “MTW Funding” Flexibility
<p>In FY 2024, RHA utilized single fund flexibility allowed for under its MTW designation for the following applications that do not use MTW authorizations in Attachment C and/or D:</p> <ul style="list-style-type: none"> • Recently, RHA began using single fund flexibility to cover the wage and benefits costs for staff members throughout the agency who work directly and indirectly on RHA’s MTW program. The total wage and benefits cost based on these staff allocations for FY 2024 was \$2,644,666.

B. Local Asset Management Plan

- i. Did the MTW PHA allocate costs within statute in the Plan Year?

YES	NO
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- ii. Did the MTW PHA implement a local asset management plan (LAMP) in the Plan Year?

YES	NO
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- iii. Did the MTW PHA provide a LAMP in the appendix?

YES	NO
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- iv. If the MTW PHA has provided a LAMP in the appendix, please provide a brief update on implementation of the LAMP. Please provide any actual changes (which must be detailed in an approved Annual MTW Plan/Plan amendment) or state that the MTW PHA did not make any changes in the Plan Year.

Description: N/A



SECTION VI

ADMINISTRATIVE



VI. Administrative

- A. General description of any HUD reviews, audits or physical inspection issues that require the agency to take action to address the issue;

There are no actions required from any reviews, audits, or physical inspections.

- B. Results of latest PHA-directed evaluations of the demonstration, as applicable; and

RHA executed its MTW agreement on June 27, 2013, and began working with the University of Nevada, Reno (UNR) to administer and conduct an annual analysis of its Rent Reform Controlled Study and Mobility Demonstration participants. A questionnaire was developed and has since been administered annually to program participants beginning in September of 2014. On August 30, 2018, RHA received notification from UNR that they would no longer be able to meet their obligation toward the studies. As of that date, UNR released data related to both studies to RHA for an in-house staff member or non-UNR contractor to analyze.

On January 23, 2019, RHA executed a data sharing agreement to establish a research partnership with UW to assist with the Mobility Demonstration, Rent Reform Controlled Study, and other related research projects and needs. The survey and administrative data for the Mobility Demonstration and Rent Reform Controlled Study was transferred to Rebecca Walter, the project lead at UW to begin analyses. As the Rent Reform Controlled Study has been closed, analyses and results for the Mobility Demonstration is included in Section VII as Attachment I.

- C. Certification that the PHA has met the three statutory requirements of: 1) assuring that at least 75 percent of the families assisted by the Agency are very low-income families; 2) continuing to assist substantially the same total number of eligible low-income families as would have been served had the amounts not been combined; and 3) maintaining a comparable mix of families (by family size) are served, as would have been provided had the amounts not been used under the demonstration.

- 1) At the end of FY 2024, 2,591 households out of a total of 2,749 households or 94.25% were very low-income (<50% AMI).
 - a) Public Housing: 593 out of 651 or 91.09%
 - b) Housing Choice Vouchers: 1,998 out of 2,098 or 95.23%
- 2) Baseline numbers have been set by HUD at 3,229. On June 30, 2024, 2,749 households were housed or 85.13% of baseline. Detailed information on why RHA has experienced this decrease to the number of households served and its direct correlation to RHA's repositioning efforts can be found within the General Housing Authority Operating Information section of this report, beginning on page 11.
- 3) RHA is maintaining a comparable mix of families by family size as shown in the table on page 24, Mix of Family Sizes Served (in Plan Year).



SECTION VII

ATTACHMENTS



VII. Attachments

Attachment I: Mobility Demonstration Study Analyses and Results as of August 9, 2024

The Mobility Demonstration began in 2014 and allows households in public housing to move to PBV single-family, duplex, or multifamily units in low-poverty neighborhoods. The purpose of this study is to determine if a move out of public housing to a low-poverty neighborhood improves outcomes for households with children. RHA has partnered with Dr. Rebecca J. Walter at the University of Washington to analyze the data and outcomes for the Mobility Demonstration Study.

A within-subject design is used to compare household outcomes over time using administrative, survey, and American Community Survey (ACS) data (Table 1). Many of the households moved in public housing before the Mobility Demonstration Study was initiated and were enrolled in the study when they moved from public housing to a PBV unit. The household characteristics, household outcomes, and neighborhood characteristics assessed in this study are included in Table 1. The Wilcoxon Rank Sum Test was used instead of the Paired Samples T-Test since the data violates the assumption of normality, there are outliers in the data, and the sample size is small. The 2016 ACS 5-year Estimates were used for the neighborhood characteristics since most participants moved from public housing to a PBV unit in 2014. In 2022, a new survey was administered to capture additional household outcomes. The survey gathers information about physical and mental health, safety, finances and wealth accumulation, employment and education, child well-being, and neighborhood and housing preferences. Eighteen households that have entered the Mobility Demonstration have participated in the new survey and descriptive statistics are provided for their initial responses.

Table 1. Variables

	Data Source	Data Type	Statistical Test
Household Characteristics			
Gender	Administrative	Categorical	Descriptive Statistics
Race	Administrative	Categorical	Descriptive Statistics
Ethnicity	Administrative	Categorical	Descriptive Statistics
Years in Public Housing	Administrative	Discrete	Descriptive Statistics
Head of Household Age	Administrative	Discrete	Descriptive Statistics
Household Size	Administrative	Discrete	Descriptive Statistics
Number of Adults in Household	Administrative	Discrete	Descriptive Statistics
Number of Children in Household	Administrative	Discrete	Descriptive Statistics
Household Outcome Variables			
Employment Status	Administrative	Categorical	McNemar
Annual Household Income	Administrative	Continuous	Wilcoxon
Physical and Mental Health	Survey	Discrete	Descriptive Statistics
Safety	Survey	Likert Scale	Descriptive Statistics
Financial Security/Wealth Accumulation	Survey	Likert Scale	Descriptive Statistics
Employment and Education	Survey	Likert Scale	Descriptive Statistics
Child Well-being	Survey	Likert Scale	Descriptive Statistics
Housing and Neighborhood Preferences	Survey	Rank Order	Descriptive Statistics



Neighborhood Characteristics			
Percent high school graduate or higher	ACS	Continuous	Wilcoxon
Percent bachelor's degree or higher	ACS	Continuous	Wilcoxon
Unemployment rate	ACS	Continuous	Wilcoxon
Median household income	ACS	Continuous	Wilcoxon
Percent of people in poverty	ACS	Continuous	Wilcoxon
Proportion of vacant housing units	ACS	Continuous	Wilcoxon
Proportion of single-family homes	ACS	Continuous	Wilcoxon
Owner occupancy rate	ACS	Continuous	Wilcoxon
Median home value	ACS	Continuous	Wilcoxon
Median gross rent	ACS	Continuous	Wilcoxon
Percent White	ACS	Continuous	Wilcoxon
Percent Hispanic or Latino	ACS	Continuous	Wilcoxon

Only households that have been enrolled for at least one year are included in the study so within-subject analyses over time can be conducted. This results in 51 households being included in the analyses. Households entered and exited the study at different times. There are 14 households that are currently enrolled in the study and 37 households that have exited (Table 2).

Table 2. Sample Size and Number of Years of Participation in the Study

Participant Year	Count	Currently Enrolled	Exits
Year 1	51	3	8
Year 2	40	0	8
Year 3	32	1	6
Year 4	25	1	4
Year 5	20	1	3
Year 6	16	2	0
Year 7	14	2	2
Year 8	10	0	3
Year 9	7	1	3
Year 10	3	3	0
Total		14	37

Of the 37 exits, half of the exits from the mobility program have been voluntary self-sufficiency exits (Table 3). Within the second year after the move from public housing, some households voluntarily exited the program and were able to pay rent in full on their own, while on the other hand, it took other households over six years or more to reach this point. The sample size is too small to generalize an approximate period for how long the average non-elderly and/or non-disabled household needs housing assistance before they can afford housing without a subsidy.

Table 3. Reasons for Exiting the Program

Reason	Count	Percent
Deceased	1	2.7%
Program/Lease Violation	4	10.8%
Transferred to VOO	9	24.3%
Voluntarily Left Program	5	13.5%
Paying Full Rent/Purchased Home	18	48.7%
Total	37	100%



Many households in the study are White, non-Hispanic, and female-headed that are single, divorced, or widowed (Table 4). The median number of years that households were in public housing before transferring to a PBV unit was four, with the range being from one to seventeen years. The median household age is thirty-five with the youngest householder when transferring to a PBV unit age 23 and oldest 63. The median household size is four and ranges from two to nine members (this program is specifically for families with children). The median number of adults per household is one while the median number of children is two (Table 4).

Table 4. Household Characteristics at Baseline (n=51)

		Count	Percent
Gender	Male	5	9.8%
	Female	46	90.2%
Race	White	40	78.4%
	Non-White	11	21.6%
Ethnicity	Hispanic or Latino	19	37.3%
	Non-Hispanic or Latino	32	62.7%
Marital Status	Married/Cohabiting	13	25.5%
	Single/Divorced/Widowed	38	74.5%
		Median	Range
Years in Public Housing		4	1 - 17
Head of Household Age		35	23 - 63
Household Size		4	2 - 9
Number of Adults in Household		1	1 - 4
Number of Children in Household		2	0 - 7

Although more heads of household are typically employed in PBV units compared to their tenure in public housing, there isn't any statistical difference in employment compared to baseline regardless of how long the household has participated in the program (Table 5).

Table 5. Employment Status

		Baseline Unemployed	Baseline Employed	p-value ¹
Year 1 (n=51)	Unemployed	17	4	0.388
	Employed	8	22	
Year 2 (n=40)	Unemployed	12	2	0.109
	Employed	8	18	
Year 3 (n=32)	Unemployed	9	1	0.070
	Employed	7	15	
Year 4 (n=25)	Unemployed	5	2	0.065
	Employed	9	9	
Year 5 (n=20)	Unemployed	4	3	0.344
	Employed	7	6	



Year 6 (n=16)	Unemployed	7	1	1.000
	Employed	2	6	
Year 7 (n=14)	Unemployed	5	1	0.625
	Employed	3	5	
Year 8 (n=10)	Unemployed	3	1	0.625
	Employed	3	3	
Year 9 (n=7)	Unemployed	2	1	1.000
	Employed	2	2	
Year 10 (n=3)	Unemployed	1	0	----- ²
	Employed	0	2	

¹The exact *p*-value is calculated based on a binomial distribution because there are 25 or fewer records in at least one cell. ²No value is reported because each group must have a minimum of one to conduct a statistical comparison.

Annual household income is statistically significantly higher from baseline compared to every year recorded after baseline through the first eight years for households that moved from public housing to PBV units (Table 6). The median difference at Year 1 was only \$3,272 but in later years doubled, and in some years tripled, compared to the difference observed in Year 1. While the annual household income in Years 9 and 10 is not statistically significantly higher than the baseline, the median difference remains substantial and continues to trend in line with prior years. The small sample size for these two years may account for the lack of statistical significance. It's important to note that the annual household income figures are not adjusted for inflation, as there is no consistent base year for such adjustments, given that households begin the program at various times.

Table 6. Annual Household Income

	Baseline Median	Comparison Year Median	Median Difference	Z
<i>Annual Household Income</i>				
Year 1 (n=51)	\$16,396	\$19,668	\$3,272	-3.176**
Year 2 (n=40)	\$15,738	\$19,990	\$4,253	-3.671**
Year 3 (n=32)	\$15,738	\$23,889	\$8,151	-3.506**
Year 4 (n=25)	\$15,853	\$22,819	\$6,966	-2.839**
Year 5 (n=20)	\$16,125	\$23,339	\$7,215	-2.315*
Year 6 (n=16)	\$14,612	\$21,463	\$6,852	-2.379*
Year 7 (n=14)	\$14,612	\$32,603	\$17,992	-2.605**
Year 8 (n=10)	\$11,854	\$28,968	\$17,114	-2.803**
Year 9 (n=7)	\$13,370	\$21,252	\$7,882	-1.183
Year 10 (n=3)	\$15,853	\$22,935	\$7,082	-1.604

* *p* < 0.05; ** *p* < .01

As reported in the baseline survey which is taken within the first year a household enters the program, most households had no visits to a hospital or emergency room for physical health issues. Visits to a



hospital or emergency room for mental health, behavioral health or emotional issues was rare with most households having no visits (Table 7).

Table 7. Physical and Mental Health Outcomes (n=18)

	Median	Range
Number times in the past year any member in the household visited a hospital or emergency clinic for <i>physical health</i> problems	0	0-10
Number times in the past year any member in the household visited a hospital or emergency clinic for <i>mental health, behavioral health, or emotional</i> problem	0	0-5

The survey asked households to rank the neighborhood amenities that were most and least important to them (Table 8). The most important neighborhood attribute is a low crime rate. This is followed by, being within close proximity to grocery stores, neighborhoods with sidewalks, and near restaurants and shopping and parks and recreation.

Table 8. Neighborhood Preferences (n=17)

A neighborhood that has a low crime rate.	↑ Most Important
A neighborhood close to grocery stores.	
A walkable neighborhood with sidewalks.	
A neighborhood close to restaurants and shopping.	
A neighborhood close to parks and recreation	↓ Least Important
A neighborhood with job opportunities nearby.	
A neighborhood with low population and dispersed housing density.	
A neighborhood that has a lot of diversity in terms of race, age, family type.	
A neighborhood accessible by public transportation.	
A neighborhood with low poverty rates.	
A neighborhood with a community center and/or community events.	
A neighborhood close to downtown.	

The survey asked households to rank the housing and neighborhood amenities most important for their children (Table 9). The most important attribute is each child having their own bedroom. Having a home that has a yard that is safe for children to play in and a low crime rate are also important.

Table 9. Housing and Neighborhood Preferences for Children (n=16)

Each child has their own bedroom.	↑ Most Important
The home has a yard that is safe for children to play in.	
The neighborhood has low crime rates.	
The home is on a quiet street away from heavy traffic.	↓ Least Important
The neighborhood has good schools/daycares.	
The home is close to my child/children’s school/daycare.	
The neighborhood has friendly neighbors that I can count on.	
The home is near a park or other recreational activities.	
There are other children in the neighborhood living close by.	



In the survey, households were asked why they might stay in their current home if they are paying full contract rent (Table 10). Respondents were given the option to select one or multiple reasons. The most common reason for households to remain in place is because the rent is affordable and many households responded it is too expensive to move somewhere else. Other common reasons include liking the home and neighborhood. Several households wanted to remain in place because their current home is either close to their child’s school/daycare, work, or family/friends. A few households don’t have time to search for a new place or move. Two of the households plan to move as soon as they can pay the full contract rent.

Table 10. Reasons for Staying in Current Home (n=18)

	Frequency
The rent is affordable.	13
I like the neighborhood.	12
I like the home.	10
It is too expensive to move somewhere else.	9
I am close to work.	9
I don't want my child/children to go to a different daycare/school.	6
I am close to family/friends.	3
I don't have time to search for a new place or move.	2
I plan to move as soon as I can pay the full contract rent.	2

The survey asked each household to envision their tenure situation in five years (Table 11). The majority believe they will own their own home or will be in the same home paying full contract rent. Less than half of the respondents believe they will still be receiving subsidized rent.

Table 11. Future Plans (n=18)

	Frequency	Percent
In the same home with subsidized rent.	8	44%
In the same home paying full contract rent.	3	17%
In a home that you own.	7	39%

For neighborhood characteristics of public housing compared to PBV unit location, there are statistically significant differences in all neighborhood characteristics except for the median gross rent. Educational attainment, median household income, and median home value are all statistically significantly higher in PBV neighborhoods compared to public housing neighborhoods. In the neighborhoods where PBV units are located, the poverty rate, unemployment rate, and proportion of vacant housing units are statistically significantly lower than the neighborhoods where public housing is located. Additionally, in PBV neighborhoods, there are statistically significantly higher proportions of single-family homes and owner occupancy. In the PBV neighborhoods, there is a higher percentage of White households and less Hispanic or Latino households than in the public housing neighborhoods (Table 12).



Table 12. Neighborhood Characteristics (n=51)

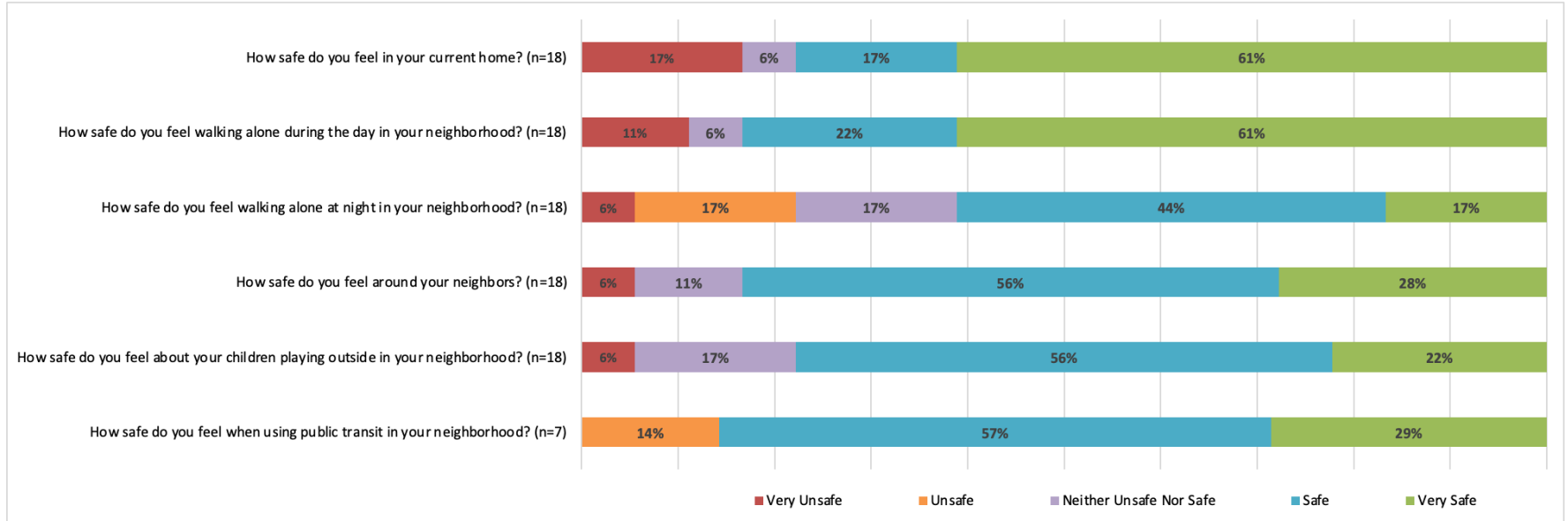
	Public Housing Median	PBV Median	Median Difference	Z
Percent high school graduate or higher	65.2%	91.2%	26.0%	-5.578**
Percent bachelor's degree or higher	14.2%	24.1%	9.9%	-5.447**
Unemployment rate	8.3%	5.3%	-3.0%	4.111**
Median household income	\$25,545	\$52,008	\$26,463	-4.931**
Percent of people in poverty	40.1%	12.9%	-27.2%	6.216**
Proportion of vacant housing units	8.6%	8.4%	-0.2%	4.520**
Proportion of single-family homes	45.0%	60.9%	15.9%	-3.863**
Owner occupancy rate	44.8%	53.4%	8.6%	-2.119*
Median home value	\$100,800	\$164,100	\$63,300	-5.878**
Median gross rent	\$823	\$833	\$10	-1.186
Percent White	69.3%	82.4%	13.1%	-4.660**
Percent Hispanic or Latino	51.6%	26.3%	-25.3%	5.006**

* p < 0.05; ** p < .01



Most households feel safe in their home, neighborhood, and around their neighbors. The majority also feel safe when their children are playing outside in their neighborhood. Most survey respondents even feel safe walking alone in their neighborhood at night. The few households that use public transit also consider it to be generally safe.

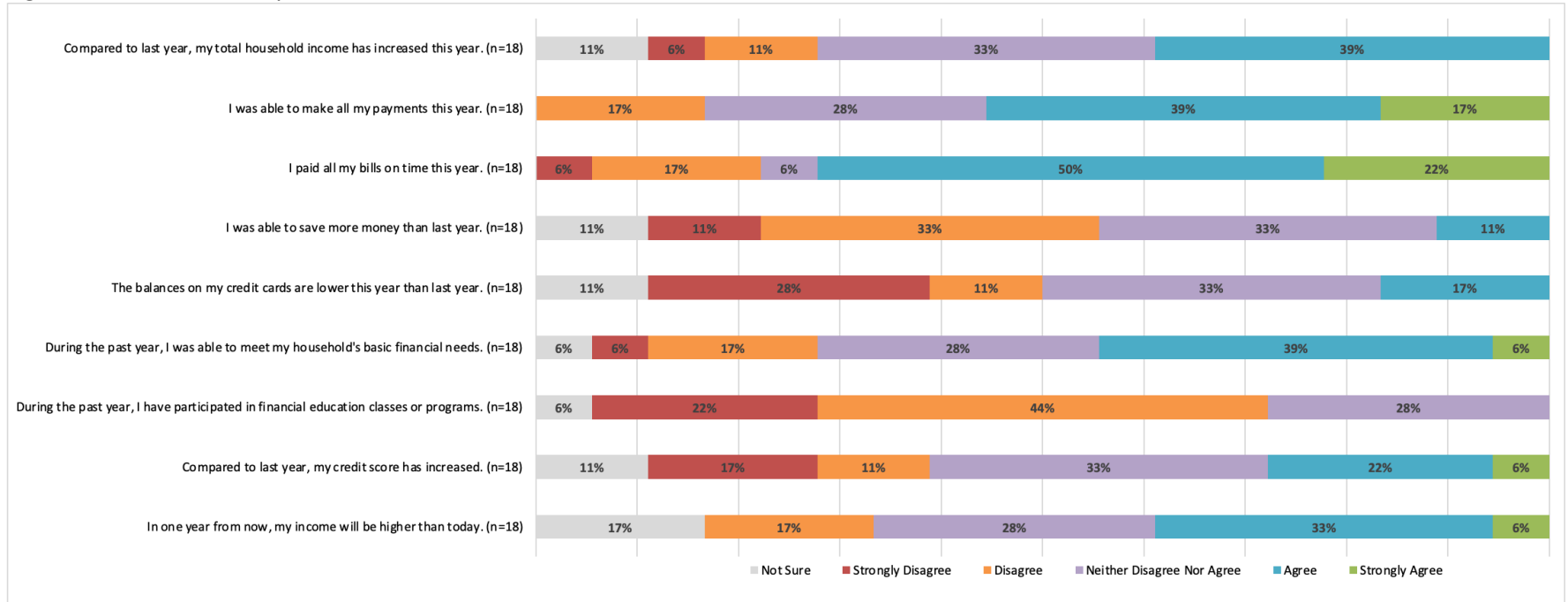
Figure 1. Safety





39% of households report that their household income has increased from the previous year and 45% of households stated that their basic financial needs were met. At least half of the respondents were able to make all their payments on time over the year and had lower balances on their credit cards compared to the previous year. However, the majority of households were unable to increase their credit score and report that they were unable to save more money than the previous year. Respondents did not participate in financial education classes or programs. The response regarding future income is mixed and only 39% of the households believe that their income will be higher in a year from now.

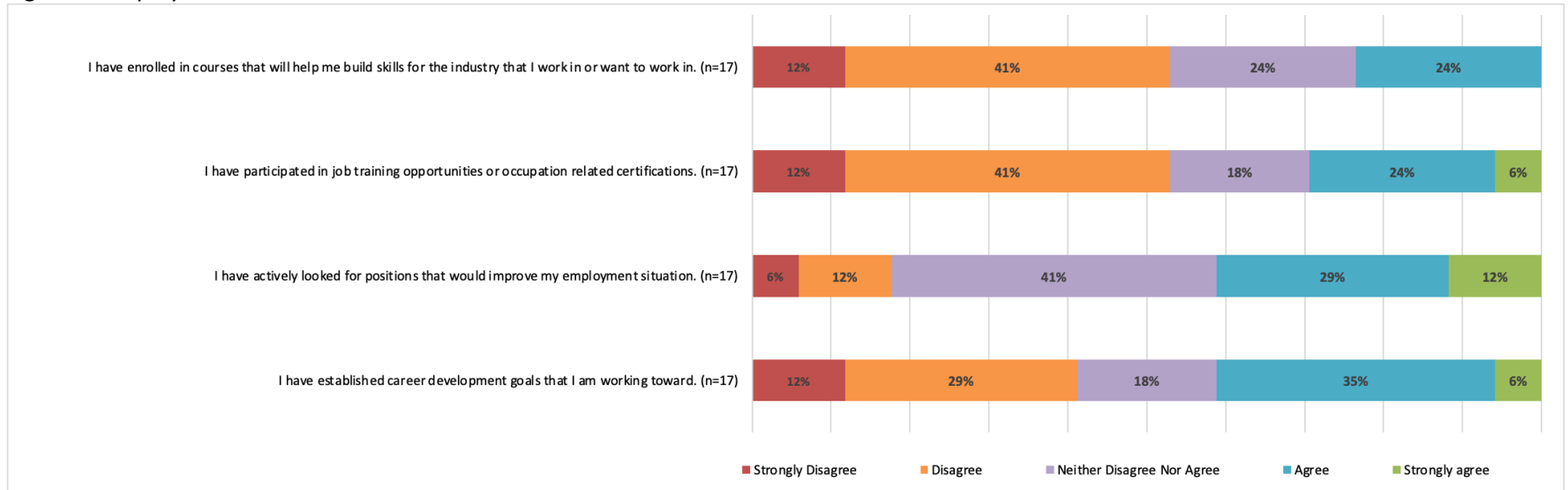
Figure 2. Financial Security and Wealth Accumulation





Although some households have established career development goals that they are working toward, less than one-third of respondents have taken advantage of job training opportunities or occupation related certificates. 41% of the respondents are actively looking for a position that would improve their employment situation.

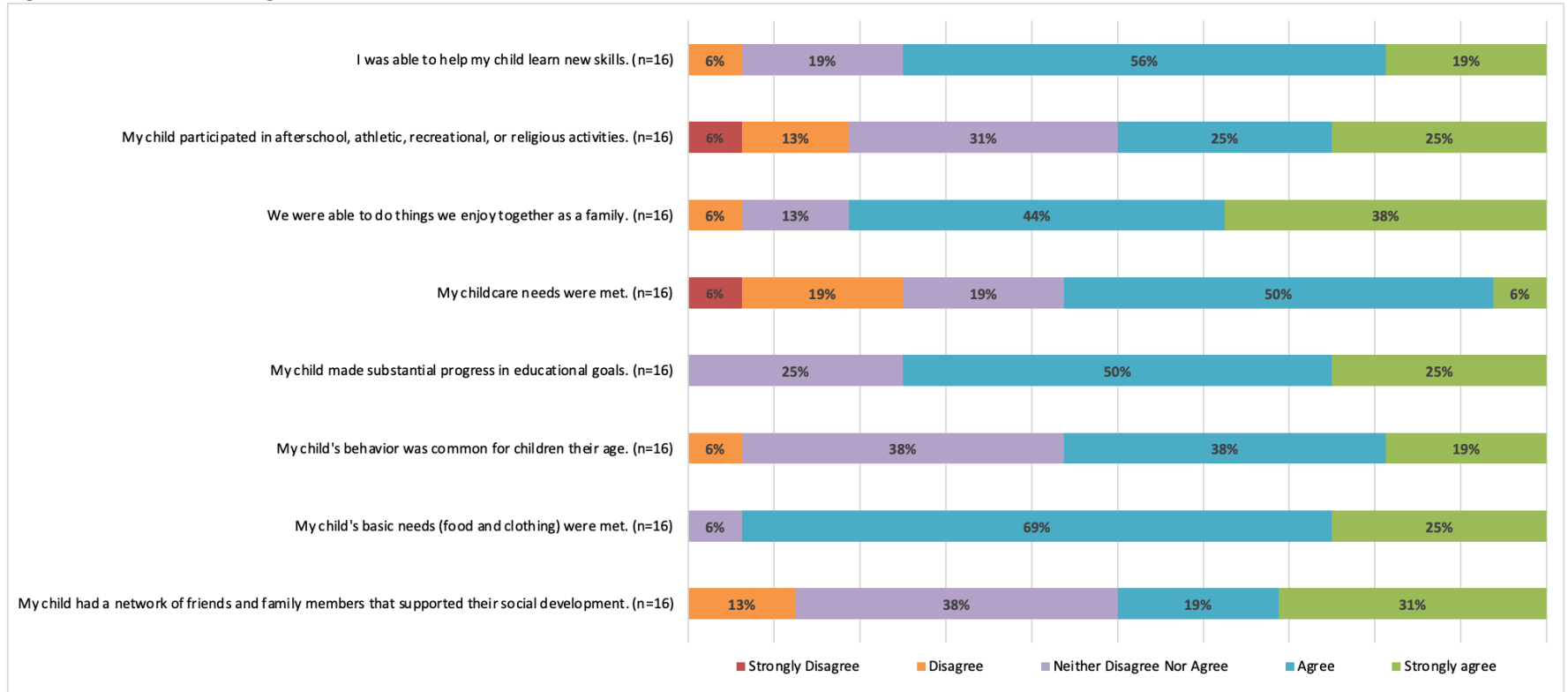
Figure 3. Employment and Education





Most households responded positively regarding their child's well-being. Respondents reported being able to help their child learn new skills, thought their child's basic needs were met, saw substantial progress in educational goals, and were able to do things together as a family. Most households also reported having a network of friends and family members that supported the social development of their child and that they were able to provide the opportunity for their child to participate in after school, athletic, recreational, or religious activities. Childcare needs were met for more than half of the households although there are a few households that reported childcare is a challenge.

Figure 4. Child Well-Being





Attachment II: Survey Results - Disregard earned income of PH household members, age 18-20, who are not the head of household, co-head or spouse

Summary

With a few exceptions, current HUD regulations require that earned income of every adult household member living in public housing who is over the age of 18 be factored into the household's rent. In some cases, when a young adult works, the head of household has little to no control over this member's willingness to contribute to the monthly rent. When a child is employed and turns 18, this sudden increase in rent can put a financial burden on the family, placing them at risk of losing their housing if they are unable to pay their portion of the rent increase.

In 2016, RHA proposed and implemented an MTW activity specifically targeting families living in public housing with young adults, between the ages of 18-20, who are not the head of household, co-head, or spouse. Through this initiative, families living in public housing have the earned income of adult children, within this age group, excluded from rent determinations for their households. Over the past seven years, this income exclusion has been automatically applied to all eligible households, with no formal requirement to sign up to participate.

To evaluate the overall effectiveness of this activity, in March 2024, RHA began surveying all families who benefited or could have benefited from this income exclusion. To learn about the experiences of all eligible households, outreach included current and past families, those with eligible members who have or had income excluded through this activity, and those who did not. The survey included questions to determine how this income exclusion impacted their household and whether this activity assisted young adult members in becoming self-sufficient. Overall, 49 public housing households with eligible family members, who either worked or chose not to work, participated in the survey.

Findings

Twenty-five (25) households, both current and past, who had employed young adult members with income excluded under this activity were asked the following questions:

1. On a scale from 1 to 5, with 1 being not helpful and 5 being very helpful, how helpful has this income exclusion been in increasing opportunities for self-sufficiency for your adult child, age 18-20?
 - Average: 4.33 → 4
 - Unsure: 1
 - On average, 64% of participating households believe this income exclusion increased the self-sufficiency opportunities of their adult child.

2. On a scale from 1 to 5, with 1 being not at all and 5 being completely, has this income exclusion alleviated undue stress on the head of household?
 - Average: 4.44 → 4
 - On average, 56% of households surveyed experienced alleviated stress.



3. If the income exclusion for this age group were to end tomorrow, do you see it impacting your household and your child's self-sufficiency?
 - Yes: 17 No/minimum: 6 Unsure: 2
 - 68% stated that their household would have been impacted if the program ended.

4. If there is a household member currently having income excluded under this MTW activity, do you foresee this young adult quitting employment once they turn 21?
 - Yes: 3 No: 20 Unsure: 2
 - 80% stated that their adult child would not quit employment after turning 21.

5. Impact of this activity on the household overall:
 - Positive: 19 No/Little: 6
 - 76% stated that the program has had a positive impact overall.

Twenty-four (24) eligible households, both current and past, who had unemployed young adult members were asked the following questions:

1. Are you aware that if your adult child (age 18-20) were to be employed, their income would be excluded from rent calculations?
 - Yes: 16 No: 7 Unsure: 1
 - 67% indicated that they were aware of the income exclusion benefit.
 - 29% did not know about the exclusion benefit.

2. On a scale from 1 to 5, with 1 being not at all or 5 being completely, how much stress do you feel this income exclusion would have alleviated on the head of household?
 - Average: 4.3 → 4
 - Unsure: 1
 - On average, 67% of households believed this activity would have alleviated stress.

3. On a scale from 1 to 5, with 1 being not at all or 5 being completely, how helpful would this income exclusion have been in increasing the self-sufficiency opportunities for your adult child?
 - Average: 4.79 → 5
 - On average, 71% of respondents believed the income exclusion would have increased self-sufficiency opportunities for their adult child.

4. Do you feel this income exclusion would have incentivized your child to seek employment?
 - Yes: 22 No: 2
 - 92% believed this would be an incentivize for their child to seek employment.



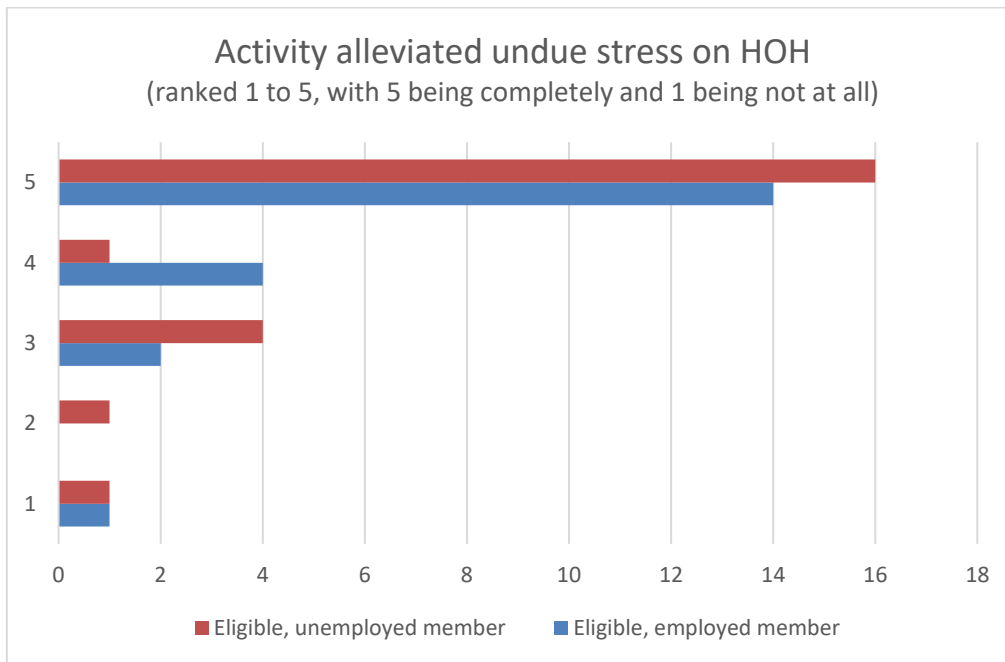
5. Are there any barriers that have prevented your adult child from seeking employment?
 - Yes: 14 No: 10
 - 58% indicated that their child is experiencing some form of barrier to employment.
 - Barriers identified in >1 case: health/disabilities (6), risk of rent increase (2), school related (2), other/random (4).

6. If your adult child were employed and having their annual earned income excluded, what impact would it have on you and your household?
 - Positive: 18 No/Little impact: 6
 - 75% stated that the program could have had a positive impact on their household.

Patterns

Of the households surveyed, 20% noted that the young adult in their household, who is currently employed, does not contribute to the rent, but rather focuses on their own bills and/or school expenses. In each of these instances, it was suggested that an increase in rent, should this excluded income now be included, would put more stress on the family since they “don’t take from their child.”

The following graph ranks the amount of stress alleviated for the heads of households because of this earned income exclusion. As a comparison, it also ranks the number of households who feel their stress would have been alleviated if their adult child were employed and receiving the earned income exclusion.

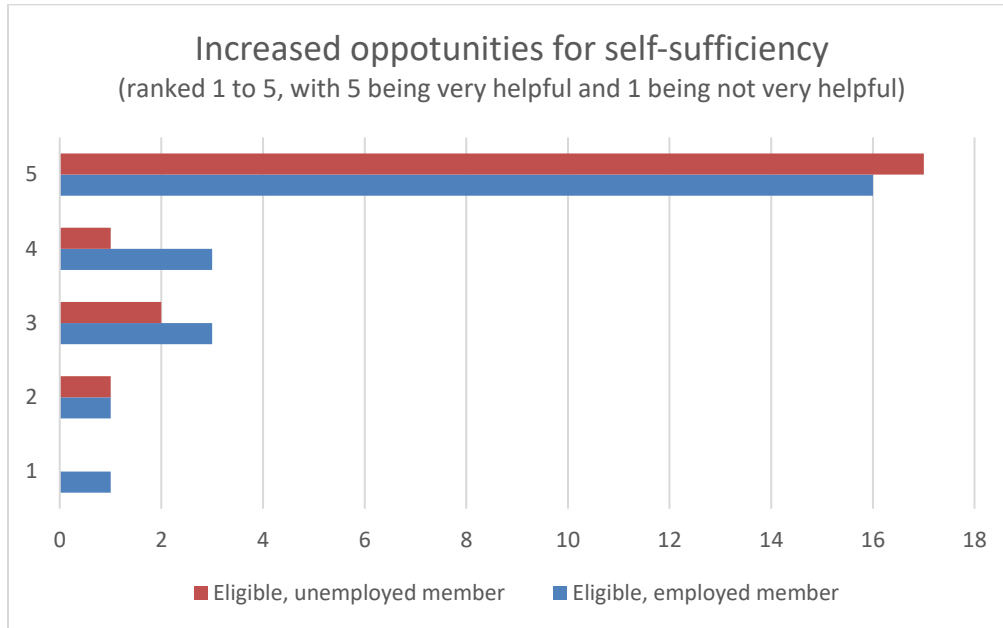


In addition to alleviating stress on the household, the survey noted multiple cases where the young adult was able to increase their self-sufficiency opportunities because of this initiative. Specifically, five members were able to move out of the household, becoming completely self-sufficient.



Furthermore, three were able to buy a car because of the program and an additional three were able to help contribute to their school expenses.

The following graph ranks the increased opportunities offered to participating households and self-sufficiency. As a comparison, it also ranks the number of households who felt their household member would have become more self-sufficient if they had taken advantage of the income exclusion.



Notable Stories/Quotes

- **Shannon:** Shannon’s daughter is eligible, but she has chosen not to work because they didn’t want to risk rent increases. During the conversation, she stated the excluded income would, "Help a lot, she would be responsible for her own things and would be able to save enough money to be self-sufficient on her own."
- **Veronica:** Veronica’s son is working with his earned income excluded from rent calculations. She stated, "I only get so much on social security and with him working and not having to worry about helping me out it’s been nice being able to pay rent, buy food, pay bills. I don’t get much help from my son."
- **Kristian:** Kristian’s daughter is a full-time college student. If the program were to end tomorrow, she would have to quit college, work a lower-paying job, and she wouldn’t be able to live within the household anymore. Kristian stated that anything that helps her child be better educated and get a good paying job is one of the most positive things we can do. She also said that children often must choose between a job or education, and we need to give them an opportunity to have the best job through their education.
- **Charity:** Charity’s daughter uses the excluded money to save for college. She mentioned that it’s useful for her child since her income contributes to her school costs.



- **Andrea:** Andrea's son had income excluded under this activity. She stated it had "Good impact not having to include his money towards household expenses...He was saving up money, so he was able to move out."
- **Francisco:** Francisco's daughter had income excluded under this activity. Francisco stated, "I feel calm because if she earns money, she can pay for the stuff she needs. Sometimes we can't afford to pay for her things because we pay rent and bills."