

# 5-Year PHA Plan (for All PHAs)

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

OMB No. 2577-0226  
Expires: 02/29/2016

**Purpose.** The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

**Applicability.** Form HUD-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

A.	PHA Information.				
A.1	PHA Name: <u>Housing Authority of Billings</u>		PHA Code: <u>MT001</u>		
	PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>07/2020</u> PHA Plan Submission Type: <input checked="" type="checkbox"/> 5-Year Plan Submission <input type="checkbox"/> Revised 5-Year Plan Submission				
	<p><b>Availability of Information.</b> In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information on the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p>				
	<input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)				
	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program
					PH      HCV
	Lead PHA:				

<b>B.</b>	<b>5-Year Plan.</b> Required for all PHAs completing this form.
<b>B.1</b>	<p><b>Mission.</b> State the PHA's mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA's jurisdiction for the next five years.</p> <p>Attachment MT001a20205y</p>
<b>B.2</b>	<p><b>Goals and Objectives.</b> Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years.</p> <p>Attachment MT001b20205y</p>
<b>B.3</b>	<p><b>Progress Report.</b> Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.</p> <p>Attachment MT001b20205y</p>
<b>B.4</b>	<p><b>Violence Against Women Act (VAWA) Goals.</b> Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.</p> <p>Attachment MT001c20205y</p>
<b>B.5</b>	<p><b>Significant Amendment or Modification.</b> Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>Attachment MT001d20205y</p>
<b>B.6</b>	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) provide comments to the 5-Year PHA Plan?  Y N  <input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p>Attachment MT001e20205y</p> <p>The RAB met and reviewed the various policy changes as well as the progress of the agency goals and objectives. PHA staff considers all resident comments and tries to implement where economically and administratively possible.</p>
<b>B.7</b>	<p><b>Certification by State or Local Officials.</b>  Form HUD 50077-SL <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>

# Instructions for Preparation of Form HUD-50075-5Y 5-Year PHA Plan for All PHAs

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**A. PHA Information** 24 CFR §903.23(4)(e)

**A.1** Include the full PHA Name, PHA Code, , PHA Fiscal Year Beginning (MM/YYYY), PHA Plan Submission Type, and the Availability of Information, specific location(s) of all information relevant to the hearing and proposed PHA Plan.

**PHA Consortia:** Check box if submitting a Joint PHA Plan and complete the table.

**B. 5-Year Plan.**

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

**B.2 Goals and Objectives.** Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years. (24 CFR §903.6(b)(1)) For Qualified PHAs only, if at any time a PHA proposes to take units offline for modernization, then that action requires a significant amendment to the PHA's 5-Year Plan.

**B.3 Progress Report.** Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. (24 CFR §903.6(b)(2))

**B.4 Violence Against Women Act (VAWA) Goals.** Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. (24 CFR §903.6(a)(3))

**B.5 Significant Amendment or Modification.** Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.

**B.6 Resident Advisory Board (RAB) comments.**

(a) Did the public or RAB provide comments?

(b) If yes, submit comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. (24 CFR §903.17(a), 24 CFR §903.19)

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This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the 5-Year PHA Plan. The 5-Year PHA Plan provides the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families and the progress made in meeting the goals and objectives described in the previous 5-Year Plan.

Public reporting burden for this information collection is estimated to average .76 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

**Privacy Act Notice.** The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq, and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

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**Attachment  
MT001a20205y**

**Mission**

The Housing Authority of Billings helps families and individuals with low incomes to achieve greater stability and self-reliance by providing safe, affordable quality housing and links to the community.

**Attachment**  
**MT001b20205y**

**Goals and Objectives Progress Report 2019**

**Expand the supply of assisted housing:**

The Housing Authority of Billings, in collaboration with our community CoC (Continuum of Care and Child Welfare agency applied for 25 FUP vouchers. WE are currently in the process of serving our first homeless youth with that program.

We will apply for any additional Housing Choice Vouchers (HCV) as they are advertised by HUD and that meet the needs identified by our community needs assessment.

We will apply for 58 tenant protection vouchers with the demo-dispo of our 58 single-family homes.

**Maintain Public Housing vacancy rate:** The Public Housing rate in June of 2019 was 98 %. This helped our agency to be designated as a high performer again.

**Leverage private or other public funds to increase additional housing opportunities:** With the demo/dispo of our 58 single-family homes, we will be able to leverage the net profit from the sale to ensure an affordable housing development fund.

We will continue to assess community needs, available funding opportunities and competition to ensure we make smart development decisions.

We will continue to work with the City of Billings as they finalize the project re-code for our city; hopefully enabled to utilize park lands on the city's disposition list for development of affordable housing.

**Acquire and build more units:**

Continue to assess the need for additional units and develop as able: Staff assessment of waiting lists and lease up rates on an ongoing basis are reviewed to determine need. Market studies, the Billings Housing Needs Assessment and the Consolidated Plan are tools used to assess the affordable housing needs in our community.

**To apply for any affordable housing programs:** The Housing Authority reviews and assesses any appropriate funding applications we are aware of to determine viability of an application and the existing need for more units. Other than tax credit units and HOME there are few avenues to increase affordable housing.

**Improve the quality of assisted housing - Objectives:** Create a maintenance training program for not only our agency, but for other property management maintenance staff in our community. If we train them correctly, it will improve the quality of assisted housing in our community.

Actively engage with CoC to act as an unadvertised Front Door Agency with our CoC Coordinated Entry System. We will be assessing homeless with the Service Point HMIS system.

**Improve public housing management:** The PHAS score was 96, with occupancy rate improved but deductions for other areas. HAB is a High Performer but will strive for continued improvement.

As a High Performer, HAB receives a small additional amount of Capital Fund dollars to assist with its continued modernization efforts. Also, REAC inspections happen less often.

Public Housing is working on a re-write of the Admissions and Occupancy Policy and a new procedure manual.

We have also implemented an eligibility department.

**Improve the voucher program management:** FY 2019 saw HAB continue to be 100% High Performer. Streamlining program efficiencies continued with reduced administrative fees, such as the creation of the Extravaganza. In 2019 the HCV program maintained a steady leasing schedule which proved to be very beneficial to the HAB in both monetary and staff measures. Discussions with HUD Regional staff show that we are doing all we can to maintain 99.9% expenditure of funds for assisting families.

The HCV program is completing a full re-write of the Administrative Plan.

The HCV program is also making the department whole by adding another Housing Specialist.

**Increase customer satisfaction:** The Section 8 Extravaganzas have allowed the applicants to come in one day instead of two appointments over a 3 month timeline, they have their eligibility review and if eligible leave with a voucher all within a three to four hour process.

Group briefings have also been initiated to process Public Housing applicants in a more efficient manner.

A new Energy Performance Grant was applied for in 2016 to provide a reduction for the residents in Public Housing in their utility costs, as well as savings to the PHA to save utility costs. HAB is seeing a large savings in utility costs, especially in water consumption.

The garden, food security program, also continues with the assistance of AmeriCorps Vista program.

Part of our re-branding process is the development and implementation of a new website that will have interactive features including forms.

**Concentrate on efforts renovate and modernize public housing units:** Team meetings for management twice a month continue to assist in streamlining programs in a smaller budget environment.

Renovate or modernize public housing units: Our capital funds always make the obligation and expenditure dates, our 5 year plan and annual plans are done strategically to ensure the work is prioritized based on need and HUD mandates.

**Continue to provide training in all required program elements:** Executive Staff participates in NAHRO, AMHA, Tax Credit, Fair Housing, IT systems, Financial, Administrative, Maintenance and inspection training as budgets allow.

We are working on re-writing our Reasonable Accommodation policies and procedures to ensure more efficient communication with residents and 504 coordinator.

**Asset Management has been implemented:** One Amp remains as the scattered site nature of the PHA and no more than 40 units in one area. There is a COCC and two Asset Managers, a Senior Asset Manager with maintenance staff assigned to specific projects.

Examine public housing conversion options and potential implementation: RAD will be examined when favorable conversion dollars are in place.

Examine demo/disposition of all public housing single family homes and potential implementation.

**Continue to look for development opportunities:**

**Increase assisted housing choices- objectives:**

**Provide voucher mobility counseling:** This is done at every Section 8 briefing and individually.

**Landlord HCV outreach:** Newspaper, email, and staff attend the Yellowstone Property Managers meetings and the Landlord Association meetings in Billings on a regular basis to encourage them to participate in the HCV program.

We are also exploring a way to make landlord engagement meaningful for our agency and the landlords we work with and potential landlords.

**Increase voucher payment standards:** Currently the majority of voucher payment standards are set at 100%-110%, depending on bedroom size. Fair Market rents decreased for some of the bedroom sizes. We will continue to adjust payment standards as statistics and budgets indicated the need.

**Implement the homeownership program:** Our goal is to assist five new homeowners each year with the HCV homeownership program. With the demo/dispo of our public housing single-family homes, we are hoping to assist even more in 2020

**Monitor the voucher program payment standards to stay within HUD budgets:** This is done on an ongoing basis.

**A local preference:** One new local preference was implemented this year for the homeless. Resident Advisory Board is in full support of this local preference and it will be part of our annual plan submission.

HAB now has three local preferences, all with equal weight. The three preferences are for the HCV program only:

- 1) Family Reunification (10 Vouchers) August 2013
- 2) Domestic Violence (15 vouchers) May 2018
- 3) Homeless (30 Vouchers) March 2019

The Public Housing program is reviewing whether to implement the local preferences in their program as well.

**Provide an improved living environment-Objectives:**

**Implement and deconcentrate poverty by bring higher income public housing households into lower income development:** continue the first come first serve on the waiting list policy, so a mix of incomes are generated.

**Food security initiative:** Fund a part-time garden manager, as budget allows, to continue sustainability along with funding opportunities being explored by VISTA.

**Energy measures:** An ESCO contract with Johnson Controls, construction was completed in 2016. HA will also explore other energy saving measures to include, but not limited to, solar energy.

**Youth literacy:** A literacy program was implemented in 2016 at the family investment center. We continue our efforts with the book giveaway program. We are the recipients of free books from National Book Foundation. This past year we have received over 5,000 books. All families receive books when they come to our office. We also work with the Public Library Bike Mobile Program in providing free books to them for distribution.

We are exploring ways to partner more with our local Head Start organization and early Head Start programs.

**Promote self-sufficiency and asset development of assisted households- Objectives:**

**Increase the number and percentage of employed persons in assisted families:** Encourage clients to participate in the Family Self-Sufficiency program, and other links to the community. Begin an FSS Program with the Public Housing Program. First families were enrolled effective March 2019.

**Provide or attract supportive services to improve assistance recipients' employability:** Via the FSS program and individual counseling through HRDC, and the HOME Center.

**Provide supportive services to increase independence for the elderly or families with disabilities:** provide opportunities for homeownership through Section 8 and the newsletters.

Our agency is an active member of our local CoC and has designated staff that participate in our local coordinated entry system for the homeless, which is made up of mostly the disabled population.

**Provide Section 3 opportunities for clients:** Through newsletters, contractor advertisement etc.

**Ensure equal opportunity and affirmatively further fair housing – Objective:**

**Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familial status, and disability:** Ensure policies are up to date and staff is trained.

Ensure staff are fully trained and that the agency 504 coordinator is trained. We have found different Fair Housing training; specific to maintenance personnel.

**Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability:** Outreach is done to affected groups on a regular basis as needed, affirmative marketing techniques are reevaluated and avenues or outreach added or deleted to maximize efforts.

**Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required:** There have been several new accessible units built and outreach performed to assist those with disabilities in our community. We just completed two new fully handicap accessible 4 bedroom units.

**Determine need for additional accessible units in community:** The Housing Authority will build the required percentages, those fully accessible will be filled with the disabled as needed. All our lower units built are made to be adaptable to full accessibility if needed. Had difficulty filling all accessible units this year.

**Review affirmative action policies and update:** A staff member is assigned to review all policies on an annual basis to assess needs and ensure policies don't interfere with our Fair Housing goals and regulations.

**Continue to train staff in fair housing:** Staff will be trained on a continuing basis, annually or biannually or when new staff or rules are transmitted, and, at many industry trainings. HAB has identified quality, job specific, fair housing training in an online environment that allows us to concentrate our training efforts.

**Other PHA Goals and Objectives:**

**Have staff proficient in current HUD environment/hire consultants when necessary:** Staff will be trained on HUD, Treasury regulations and other rules when necessary to conduct their jobs successfully.

Contracted with a local consultant to enlist community support for potential "Charter Housing" developments where we identify specific housing needs and collaborate with various community and state partners to bring the ideas to reality. This is currently in the development stage.

**Provide staff with the technology and training necessary to perform their jobs:** Staff will be trained on provider software as available and needed via Webinars.

**Send staff to trainings to stay abreast of changes and learn how to implement them:** NAHRO, AHMA Tax Credit, Inspections, Green Building, Energy Efficiency, etc. New HUD information

**Provide training for management staff:** Ongoing financial, procurement, leadership, development, technical and programmatic, statutory and regulatory will be attended. Leadership will also have more opportunities for excellence training.

**Community Innovations:**

Continue to be an active participating agency with our local CoC on the state CoC Board, local leadership team and the bi-weekly coordinated entry case conferencing.

Actively participate in the community Substance Abuse Connect Coalition for problem solving and opportunities.

Engage the staff, board, and community stakeholders in strategic planning and rebranding.

Look for entrepreneurial opportunities for our agency in development and 3<sup>rd</sup> party property management.

Provide all staff with opportunities to serve in the community given their interests and passion.

**Attachment**

**MT001c20205y**

**Violence Against Women Act (VAWA) Goals**

The Housing Authority of Billings (HAB) has adopted a policy (the “HAB VAWA Policy”) to implement applicable provisions of the Violence Against Women Act.

HAB’s goals, objectives and policies to enable HAB to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault and stalking, as defined in VAWA, are stated in the HAB VAWA Policy, Notices of Occupancy Rights and Emergency Transfer Plans.

HAB shall operate programs to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault and stalking as and to the extent such programs are described from time to time in HAB’s Annual Public Housing Agency Plan.

**Attachment**

**MT001d20205y**

**Written Statement Defining Significant Amendment/Modification**

The PHA will consider an amendment a substantial deviation/modification if it proposes a project that is not listed in the five year plan, or that changes the cost of the project more than fifty percent.

**Attachment**

**MT001e20205y**

RESIDENT ADVISORY BOARD MEETING  
HOUSING AUTHORITY OF BILLINGS  
2415 1<sup>ST</sup>. AVE. NORTH, BILLINGS MT 59101  
2/19/2020

STAFF

Kourtnei Adams  
Shauna Keierleber  
Kate Ferguson  
Roxane Olson  
Amber Field  
Kyle Trafton  
Patti Webster  
Teddi Shorten  
Michaela Talksabout  
Margarita Pazos  
Vickie Davis  
Brian Starr  
Gib Glasson

RESIDENTS

Lorie Lyles  
Jerri Craig  
Sheri Herman  
Jo L Fladland

Amber Field called the meeting to order at 10:02am by introducing herself and welcoming everyone in attendance. Field asked that all participants sign-in on the provided attendance sheet.

Field asked everyone in attendance to please introduce themselves and state their relation to the meeting. After everyone had the opportunity to provide an introduction, Field began with the presentation of the Housing Authority of Billings 2020 Annual Plan. Participants were encouraged to ask questions for clarification.

- Each year we're required to submit an annual plan to provide updates on progress of goals established the previous year and outline goals for the agency's future.
- The year 2020 is also a year requiring the submittal of a 5-year plan by our agency.

The Housing Authority of Billings is a high performer, our high performer which requires the submittal of form HUD-50075. We've achieved high performer status through a combination of successful practices in the areas of housing efficiency, occupancy rates, timely inspections, correct income/rent calculations, etc. Field asked Senior Asset Manager for Public Housing, Teddi Shorten, to explain the process for Public Housing. Shorten explained the Public Housing program must meet similar standards including a 98% or above occupancy rate, rents owed and collected, and pass REAC inspections. The maintenance staff and asset managers do an incredible job to ensure high performer status.

**Field** directed the participants to review attachment MT0001a2020 the Statement of Housing Needs and Strategy for Addressing Housing Needs.

- The Housing Authority of Billings will consult with the City of Billings staff and use the Consolidated Plan to continue to work closely with the city to provide housing services for the community.
- The Housing Authority will continue to keep 98%-100% occupancy percentage or above.
- Strive to be continued high-performers in both the Public Housing and Housing Choice Voucher assessments.
- Energy contract will be in its third year of subsidy with single family home residents paying own water bills. Did an energy efficiency audit three years prior to replace utilities, install low flow toilets, furnaces, etc. Water use has been cut in half.
- Housing Authority continues to streamline processes, in the occupancy field, tenant and landlord communications, and financial needs through electronic systems. New website is currently in development and the goal is to provide more forms to improve accessibility.

Comment – Jerri: The IVR is wonderful because of the frequent changes.

Questions – Sheri: Can you apply via the website?

AF: For some of the applications but the others can be emailed to you.

- The Housing Authority is still creating a plan for the proposed plan to disposition the 58 single-family homes.

TS: The recent hail-storms are one reason we're moving forward to disposition our single family homes. When you have 58 roofs, sidings, etc. to insure it's too much. HAB is now paying close to 3% of the properties value as a deductible. The profits would allow HAB to build more affordable housing developments. One idea is build charter housing. We're currently in a collection period gathering feedback from current participants, that will go to the Board for approval.

Question – Jerri: What about the 58 families living in those homes?

TS: They will receive a Tenant Protection Voucher. They may receive compensation to move. They can also transfer to available Public Housing units.

- HAB continues to train staff. Actively attending training every other month. One upcoming training on March 4<sup>th</sup> regrading pest control.
- Process of re-branding – updating the agency with a new name and logo. Stay tuned for more on this in the coming months.
- The Housing Authority of also collaborating on a regular basis with the community through public meetings, bus tours of our properties and presentations to both the City Council and the County Commissioners.
- We fully understand that partnering with other municipal, private, and public agencies is the pathway to future successful developments.

Question – Jerri: What does increase market payment standards?

AF: HUD does survey and establishes fair market rent based upon 40 percentile. HAB assesses our community needs to make sure their standard meets the needs of our families. We balance our allocated funds to make sure families are successful but also serve as many people as possible.

Question – Sheri: I’m attending BRIC meeting about re-entry coalition. Will anyone from your staff be attending?

KA: If similar to the training I attended they do a simulation to illustrate the re-entry process.

The meeting transitioned to discuss attachment MT01d2020 – Goals and Objectives Progress 2019.

Field reviewed the document:

- The Housing Authority of Billings in conjunction with the CoC (Continuum of Care) and Child Welfare agency applied for 25 FUP voucher. We are currently in the process of serving our first homeless youth with that program.
- HAB will apply for 58 Tenant Protection Vouchers due to the demo-disposition of our 58 single family homes.

Question – Jerri: So you don’t want single family homes because they’re not efficient?

AF: We’re not opposed to them. But we can serve double to triple of our applicants by switching to more dense, efficient housing.

- Expand the supply of assisted housing
- Maintain Public Housing vacancy rate of 98%.
- The rate was 98% in June 2019 which helped HAB become designated as a high performer once again.
- Leverage private and public funds to increase additional housing opportunities. We will continue to work with the City of Billings on the project re-code; hopefully enabled to utilize park lands on the city’s disposition list for development of affordable housing. Webster commented that HAB has identified the overwhelming need for more 1-2-bedroom units.
- Acquire and build more units: continue to assess needs of the Billings community.
- Apply for any affordable housing programs
- Improve the quality of assisted housing – create a maintenance training program in which we could provide training to our staff and other property management companies.
- Improve public housing management – the PHAS score was 96, with occupancy rate improved but deductions for other areas.
- Added an Eligibility Department.
- Improve the voucher program management – HAB was 100% High Performer in 2019. Streamlining program efficiencies continued with reduced administrative fees, such as the creation of extravaganza. The HCV program is completing a full re-write of the Administrative Plan.
- Increase customer satisfaction – HCV extravaganza’s have allowed the applicants to come in one day instead of two appointments over a 3-month time. Group briefings have also been instituted to process public housing application in a more efficient manner. An energy grant in place since 2016 has provided a reduction in energy costs for Public Housing utility costs, especially in water consumption. The garden, food security program, also continues with the assistance of the AmeriCorps Vista program.
- Concentrate on efforts renovate and modernize public housing units. Glasson spoke to the modernization grant funding that HUD provides annually. HAB has two years to get projects under contract and four years for project completion. Usually working on two years simultaneously because of Montana’s short construction season. First priority is always creating

more efficient housing units. Shorten added that she meets with the Maintenance Supervisor and Asset Manager's for recommended projects.

Question – Jerri: Does that come out in a newsletter?

TS: Public Housing newsletter

- Continue to provide training in all required program elements

Webster stated that HAB re-wrote the accommodation process this past year.

- Asset management has been implemented. Public Housing remains scattered site with no more than 40 units in one development. HAB will examine public housing diversion options and potential impact. RAD will be examined when favorable conversion dollars are in place.
- Webster added that HUD approves PHA's to waiver away from asset management (public housing version of asset management) for properties with 40 or less units.
- HAB continues to look for development opportunities.
- Increase voucher assisted objectives. Counseling of voucher portability.
- Landlord outreach: HAB participates in groups like the Montana Landlord Association. Continue outreach to bring more landlords into the program.

Statement - Jerri– We run into a lot of landlords that do not rent to Section 8.

- Increase voucher payment standards set at the levels where families can be successful.
- Implement Home Ownership program: goal is to help five new families. Keierleber clarified that Housing Choice Vouchers can be used to move into homeownership. Family Self Sufficiency available for Public Housing participants. Fifteen slots available – please contact Shauna if interested.
- Monitor the voucher program payment standards to stay within HUD budgets.
- Local preferences: new local homeless preference added in 2019. Three local preferences offered in total: 1) Family Reunification (10 voucher); 2) Domestic Violence (15 vouchers); Homeless (30 vouchers).

Question – Jerri: Who is HAB working with? Which groups do you work with to provide those preferential vouchers?

AF: Community Crisis Center, HRDC, YWCA, local Continuum of Care Coalition, etc.

TS: Public Housing is evaluating a local preference for their program as well.

Question – Sheri: How many vouchers are available for veteran's?

AF: We have 90 VASH vouchers. Those are available for veteran's identified as homeless as referred by Veteran's Affairs.

**Provide Improved living environment objectives:**

- Implement and deconcentrate poverty by bringing higher income public housing households into lower income developments. Continue first come first served waitlist policy.
- Food security initiative – fund part-time garden manager as budget allows.

- Energy measures – ESCO contract with Johnson Controls completed in 2016. HAB will explore other energy saving measures including solar energy.

Webster added that solar energy has proven to be expensive. Each time the Pleasantview solar panels have to be uninstalled/installed it costs \$5,000.

Question – Jerri: I noticed that HAB is building more accessible housing. How many do you have?

PW: Five percent of the HAB portfolio has to be handicap accessible. We have difficulty finding individuals to fill those units. We've added a lease addendum stating that if current occupants do not qualify for the accessible unit, they can be transferred if needed.

Statement – Sheri: Some people don't qualify as "handicap" but they can't live somewhere with stairs.

GG: The first-floor units in all new developments were built with universal design. They are free from stairs and can be adapted to a wheelchair accessible unit.

PW: HAB actually exceeds the five percent requirement.

- Youth literacy: The program was started in 2016 at the Family Investment Center. It is continued now via a book giveaway. HAB receives a year's worth of book provided by a grant from the National Book Foundation. Any visitor is allowed to take free books from our office to promote early reading. HAB received 5,000 last year but we hope to receive more this year. Shipment expected in May 2020.

Talksabout commented that the program is a huge success. As someone who worked in the role of Housing Resource Specialist position, she witnessed the impact the book program has on families who visit the agency.

Ferguson asked why the youth literacy program is now limited to the book giveaway?

TS: The program was difficult to keep staffed.

KF: Do we have a mobile library in our communities?

TS: Yes, as donated by the community.

Webster commented that HAB received federal funds and works carefully not to duplicate services, but forge partnerships with organizations that provide desired programs.

Webster notified the Resident Advisory Board that HAB is currently engaged in the planning process to disposition 58 single family homes from their Public Housing portfolio. If the plan is approved by the HAB Board and HUD review, there are several ideas on projects to add supportive housing to the community of Billings. Webster coined the term "charter housing" for a development that would provide housing in conjunction with Head Start classrooms to help fill the void of Head Starts decision to cease busing of children.

Question – Sheri: What about sober living?

PW: There are several organizations currently providing sober living. I'm currently contracting a local professional to create coalitions to assist in providing guidance on supportive housing needs within the community.

HAB has become a front door agency with the addition of HMIS Pathways proficiency among four staff members able to conduct intake interviews.

**Promote self-sufficiency and asset development of assisted households – Objectives:**

- Increase number and percentage of employed persons in assisted families
- Provide Section 3 opportunities throughout advertisements: Glasson informed the group that for all procurement of contracts, hired help need to meet specific Section 3 guidelines. The neediest applicants receive preference. These reports are provided quarterly to HUD.
- Affirmative action toward Fair Housing: including separate fair housing training for office staff and maintenance staff. Established 504 coordinator for the agency who is responsible for processing 504 accommodations.
- Ensure accessibility through universal design measures.

**Other PHA Goals and Objectives:**

- Train staff in current HUD environment and hire consultants when necessary.
- Provide staff with the necessary technology to successfully perform job responsibilities.
- Send staff to applicable training

**Community Innovations:**

- Continue to be a participating agency in the local CoC, on the state CoC Board, local leadership team and bi-weekly coordinated case conferencing.
- Actively participate in community substance abuse coalition for problem solving and opportunities.
- Engage staff, Board, community, and stakeholders in the rebranding and strategic planning process.
- Seek out entrepreneurial opportunities for the agency to develop, especially in the area of 3<sup>rd</sup> party management.
- Offering the opportunity for staff to sit on community Boards.
- All comments from this meeting will be added to the HUD submission.

**Annual Plan: Five Year Plan**

Will try not to repeat the same from the annual plan.

- Changing mission statement: invited the community to participate in a strategic planning session.

**Goals and Objectives:**

- New name and new logo. The HAB Board has approved the new title HomeFront: Partners for a Better Billings.
- Devising a plan to roll the rebrand later in the year. Brand new website to accompany the rebrand.
- VAWA policy in place that includes occupancy rights.

**Significant amendments or modifications:**

- Shorten mentioned the plan omitted the policy revisions to ACOP.

**Policy Revisions: 7/1/2018 – 6/30/2019**

**Public Housing**

- Resident paid utilities – updated utility amounts to reflect adjustments to the allowance amounts done annually. This was for all Public Housing units. (effective 1/1/2019)
- Choice of rent – annual update of flat rents.
- Lease addendum – no blankets or sheets are allowed to be used as window coverings.
- Lease addendum – maintenance labor rates change

**Housing Choice Voucher**

- Added domestic voucher preferential voucher (15)
- Added homeless voucher (30)
- Change to the homeownership repair and replacement allowance.
- Set payment standard amounts as determined by HUD.

Question – Jerri: How do you determine which preferential voucher receives 10,15, 30, vouchers?

PW: the referral agency requests a specific number of vouchers.

Question – Sheri: Is that also called Mod-Rehab? I didn't hear that discussed today.

PW: We only administer the moderate rehabilitation program, but it isn't one of HAB's programs.

Webster commented that the Housing Authority of Billings is governed by a seven-member Board of Commissioners, where two of the Board members must clients. One from the family community and the other from the elderly community. If Board positions come open please contact us if interested.

As charter coalitions advance, HAB will be involving residents for input on new developments.

Statement: Sheri – I want to compliment the garden and literacy projects. Thanks for the invite! I've always been treated very well. Vickie was my asset manager when I lived at Phyllis Circle. My sponsor however applied for Public Housing and reached the top of the waitlist. The packet she received was difficult for her to complete on her own. She didn't like the idea of asking for references. When I went to help her with her packet I discovered her deadline had already passed.

TS: I wish she had let us know. We bend over backwards to help people. We could've placed her back on the waitlist or evaluated the situation. Also, recently we reduced the amount of paperwork sent out in those packets.

Question – Jerri: Anything in plans to address mental health?

PW: One thing we do is ask for the case manager to come with them for those meetings. All clients are allowed to bring an alternate contact with them to all meetings. We'll work with their alternate contact on their behalf.

Statement – Lorie: Thankful for all of you. I didn't realize how much you all do until sitting in this meeting. It was a very informational meeting for me. I will be contacting Shauna because my goals have changed the past two years and I'm working toward home ownership.

Webster asked the group, "what can we do better?"

- Lorie: The front is much more welcoming. Very professional.  
PW: Good. Glad to hear that. Our staff did the painting in the children's area.
  
- Jo: Thank you for evicting the trouble residents in my complex. Question – what do I do if we come across people "tweaking" on drugs?  
PW: Call the cops. Community coalitions are working to find a way to better serve these individuals. Nobody makes those choices on purpose. In our climate I don't think anyone chooses that.
  
- Jo: Could we get signs or numbers for parking?  
TS: We're addressing parking issues.
  
- Jerri: I was going to ask about service or companion animals.  
PW: Once it is determined there is a nexus between disability and service from animal, it is now considered a service or companion animal.  
BS: New information came out clarifying requirements. Like, dogs are now solely service animals except in unique situations.

***Meeting adjourned at: 12:24pm***

# MEETING SIGN-IN SHEET

Project: HAB PHA 5-Year and Annual Plan Public Hearing *Resident Advisory Board Mtg* Meeting Date: 2/19/2020  
 Facilitator: Teddi Shorten/Amber Field Place/Room: Housing Authority of Billings/Large Conf. Room

Name	Address	Phone	E-Mail
<i>[Handwritten Name]</i>	<i>[Handwritten Address]</i>	<i>[Handwritten Phone]</i>	<i>[Handwritten E-Mail]</i>
* <i>[Handwritten Name]</i>	<i>[Handwritten Address]</i>	<i>[Handwritten Phone]</i>	<i>[Handwritten E-Mail]</i>
<i>[Handwritten Name]</i>	HAB	237-1915	<i>[Handwritten E-Mail]</i>
Kate Ferguson	HAB	237-1912	<i>[Handwritten E-Mail]</i>
<i>[Handwritten Name]</i>	HAB	<i>[Handwritten Phone]</i>	<i>[Handwritten E-Mail]</i>
<i>[Handwritten Name]</i>	HAB	<i>[Handwritten Phone]</i>	<i>[Handwritten E-Mail]</i>
<i>[Handwritten Name]</i>	HAB	<i>[Handwritten Phone]</i>	<i>[Handwritten E-Mail]</i>
<i>[Handwritten Name]</i>	HAB	<i>[Handwritten Phone]</i>	<i>[Handwritten E-Mail]</i>
Teddi	HAB	237-1911	<i>[Handwritten E-Mail]</i>
* <i>[Handwritten Name]</i>	<i>[Handwritten Address]</i>	591-3255	<i>[Handwritten E-Mail]</i>
<i>[Handwritten Name]</i>	HAB	237-1910	<i>[Handwritten E-Mail]</i>
* Sher. Herman	772 Jackson St.	697-2748	<i>[Handwritten E-Mail]</i>
AMBER FIELD	HAB	237-1907	<i>[Handwritten E-Mail]</i>
BRIAN STARR	HAB	237-1901	<i>[Handwritten E-Mail]</i>
<i>[Handwritten Name]</i>	HAB	<i>[Handwritten Phone]</i>	<i>[Handwritten E-Mail]</i>
<i>[Handwritten Name]</i>	HAB	237-1916	<i>[Handwritten E-Mail]</i>
* Jol Fladland	HAB 2720 H <sup>th</sup> Ave S.	861-8150	<i>[Handwritten E-Mail]</i>

**Certification by State or Local  
 Official of PHA Plans Consistency  
 with the Consolidated Plan or  
 State Consolidated Plan  
 (All PHAs)**

U. S Department of Housing and Urban Development  
 Office of Public and Indian Housing  
 OMB No. 2577-0226  
 Expires 2/29/2016

**Certification by State or Local Official of PHA Plans  
 Consistency with the Consolidated Plan or State Consolidated Plan**

I, Bill Cole, the Honorable Mayor  
*Official's Name* *Official's Title*

certify that the 5-Year PHA Plan and/or Annual PHA Plan of the  
Housing Authority of Billings (HAB)  
*PHA Name*

is consistent with the Consolidated Plan or State Consolidated Plan and the Analysis of  
 Impediments (AI) to Fair Housing Choice of the  
City of Billings, Montana  
*Local Jurisdiction Name*

pursuant to 24 CFR Part 91.

Provide a description of how the PHA Plan is consistent with the Consolidated Plan or State  
 Consolidated Plan and the AI.

Provides for affordable housing, existing, new and rental assistance - all of which are affordable to the low  
 income population of our jurisdiction. The (HAB) assists both with data and money for the City's  
 Impediments to Fair Housing document. The HAB consults with the City Consolidated plan when  
 addressing the need for additional housing and programs for the population we serve.

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

Name of Authorized Official Bill Cole	Title Honorable Mayor
Signature <i>William (Bill) Cole</i>	Date 2-25-20