



DRAFT

**2022
PUBLIC HOUSING AGENCY
ANNUAL PLAN**

EFFECTIVE APRIL 1, 2022

**CHARLESTON-KANAWHA HOUSING AUTHORITY
1525 WASHINGTON ST., W.
CHARLESTON, WV 25387**



Charleston-Kanawha Housing Authority Annual Agency Plan (2022)

B.1 Vision & Mission

Our Vision

Charleston-Kanawha Housing Authority, by adhering to our guiding principles, will continue to be the leader in providing and supporting quality affordable housing desired by individuals and families in our market area.

Our Mission

CKHA's mission is to provide every resident with a decent, safe, affordable place to live, while linking or providing programs that will assist them on their journey to self-sufficiency.

Charleston-Kanawha Housing Authority Guiding Principles:

We will endeavor to ...

- Deliver a mix of housing products that are desirable, dependable, decent, and safe.
- Work as a team with highly skilled and engaged staff that are caring, responsive, and practice integrity by doing what they say they will do.
- Take seriously our role in filling gaps in housing for those less fortunate due to low income or other circumstances.
- Foster quality of family life by helping to meet social needs through appropriate avenues.
- Champion assisted housing for those with various forms of housing needs and foster mobility for self-sufficient living circumstances.
- Strive for low-density housing that blends with existing neighborhoods and communities rather than stand-alone, isolated, high-density projects.
- Be fiscally sound in all we do and operate efficiently with an empowered continuously-trying-to-improve organizational culture.
- Become desired housing by putting the customer first through excellent customer service that fully and fairly meets the needs of residents.
- Encourage residents to become economically independent and socially responsible to the community.
- Build entrepreneurial spirit and cultivate innovation in our business plans and in all our work.

In pursuing the guiding principles, we will be working towards accomplishing our vision. The plans, goals and objectives, statements, budget summary, policies, etc. set forth in our plan are all geared towards this mission and, when taken as a whole, outline a comprehensive approach with our Guiding Principles that are also consistent with the Consolidated Plan. Here are some highlights of our plan:

Strategies

To accomplish its mission, over the coming years, the Charleston-Kanawha County Housing Authority plans to focus on some primary strategies, as it works toward its broad, community-building mission:

- Develop and maintain **quality affordable housing** for low-income residents throughout the city and county.
- Design, implement, and sustain **exceptional programs** that invest in residents (and other program participants) to become self-sufficient (through an array of educational, employment, and economic platforms).
- Lead, encourage, and build **partnerships** with local, regional, and national organizations to promote policies that build community; that increase and enhance, affordable housing options; and that provide programs that reflect and support the needs of housing participants.
- Generate **public will** to address the housing needs of low-income households in Charleston-Kanawha County (and throughout West Virginia) by contributing to effective national and statewide advocacy efforts in the community and provide leadership on connecting affordable housing programs.

The highlights of the plan include:

- Maintain, improve, and expand affordable housing in our operating area
- Develop additional services/partner with agencies to serve our residents
- Build a diversified business model for the agency
- Promote the opportunities and successes of affordable housing
- Strengthen organizational operations

B. 2 Goals & Objectives

Strategic Goal: Maintain, Improve and Expand Affordable Housing.

- **Expand The Supply Of Assisted Housing:**
 - CKHA seeks to implement its Strategic Housing Plan for maintaining and improving its existing housing portfolio and to seek opportunities to develop new housing to meet the needs of the community.
 - Apply for additional rental vouchers when funding is available including the use of Tenant Protection Vouchers or increasing project-based vouchers or tenant-based vouchers or vouchers for targeted groups to address needs in the community.
 - Reduce public housing vacancies: goal is to have 98%+ adjusted occupancy rate at each fiscal year's end and begin the steps to explore repositioning public housing to compete in the changing market.
 - Leverage private or other public funds to create additional housing opportunities: Explore, tax credits, capital funds and alternative funding sources for public housing conversions to project-based vouchers through the Rental Assistance Demonstration (RAD) program, Section 18, vouchering out or any other methods as allowed by HUD, and/or borrowing to upgrade, renovate, reduce density, and/or remodel Orchard Manor, and other PH facilities.
 - Acquire or build units or developments; Strategically replace other funded housing including through Low-Income Housing Tax Credits to build additional housing/affordable units.
 - Designate tenant-based vouchers as project-based vouchers when appropriate up to the maximum levels as authorized by HUD.
 - Increase homeownership opportunities through the Housing Choice Voucher and other funding sources contingent upon interest, funds, and resources.
 - Enter partnerships with other housing agencies to maximize resources in the management of housing stock.

- Redirect funds as needs dictate (and as funding permits) from the “Reserve Funds” for development of new affordable housing.
 - CKHA may partner with City of Charleston Land Reuse Agency to acquire and expand affordable housing.
 - Modifications to unit mix to better meet the changes in the community
 - Include an analysis of the Faircloth limit on conversions to increase allocations of vouchers (approximately 423 vouchers).
 - Complete an analysis on the Capital Fund programs interface with RAD- because of the pledging of CAP Funds to future allocations.
- **Improve The Quality Of Assisted Housing:**
 - Explore all opportunities as a Moving to Work (MTW) designated agency through eligible waivers and other performance enhancing measures.
 - Maintain performance in the Public Housing program consistent with scoring a 90%+ in PHAS for each fiscal year (internal review only).
 - Maintain performance in the HCV program consistent with scoring a 90%+ in SEMAP for each fiscal year (internal review only).
 - Increase customer satisfaction by streamlining processes and training staff in quality service principles, and though promotion of additional services based on family needs.
 - Concentrate on efforts to improve specific management functions such as public housing finance, voucher unit inspections, etc.
 - Continue to automate the property inspection process to improve efficiency.
 - Renovate or modernize public housing units: Via Capital Grant Program, Replacement Housing Funds, tax credits, bond-financing, public housing conversions to project-based vouchers, and/or other forms of borrowing, etc.
 - Demolish or dispose of obsolete public housing: redevelop housing units as addressed through the strategic plan specifically focusing on Orchard Manor public housing units for a partial demolition to reduce density.
 - Provide replacement public housing: Continue to leverage Replacement Housing Funds allotment to acquire existing or construct additional units.
 - Provide Tenant Protection Vouchers, especially in the event of any demolition.
 - Completely revitalize the oldest Charleston-Kanawha Housing Authority developments; disposition to Charleston-Kanawha Housing Authority related “development entity” (i.e., Housing Innovations Corporation); demolition of units; and construct new affordable housing units.
 - Revitalize public housing at Orchard Manor and other locations in accordance with the strategic plan.
 - Using in-fill, homeownership, replacement housing, LIHTC to finish the redevelopment of Orchard Manor.
 - Making the inspection process more efficient by having HCV owners self-certify completion of minimal, nonlife-threatening violations without having a re-inspection.
 - Continue to participate in HUD’s INSPIRE – V demonstration program for inspection of HCV assisted units
 - CKHA Public Housing tenants or Housing Voucher participants who are removed from either program for cause (lease or program violations) will be ineligible to apply for assistance to either program for one year after being vacated.

- **Increase Assisted Housing Choices:**
 - Provide voucher mobility counseling: To encourage leasing in areas of lower poverty concentration, greater economic opportunity, transportation, and higher achieving schools.
 - Conduct outreach efforts to potential voucher landlords: To secure additional landlords to participate in voucher program and to provide additional affordable housing stock.
 - Increase voucher payment standards as needed to reflect market conditions.
 - Implement voucher homeownership program: 5+ units in 5 years and dovetail HCV Homeownership into development of other homeownership opportunities being undertaken by the CKHA.
 - Implement public housing or other homeownership programs: 5+ units in 5 years.
 - Continue with public housing site-based waiting lists (for public housing and for LIHTC projects).
 - Convert public housing to project-based vouchers through the Rental Assistance Demonstration (RAD) program as outlined in the Strategic Plan.
 - Specifically- the focus will be RAD PBV, Section 18, Streamlining whenever possible coupled with the LIHTC on properties needing physical improvements.
 - Increase choices of housing through PBV RAD and the choice mobility function that is available after the units are converted to PBV RAD.
 - Retool and re-train staff on PBV RAD and differences between regular PBV and PBV RAD rule.
 - Initiate a homeless preference to be extended to those individuals who meet the HUD definition (PIH 2013-15) and which meet admission criteria detailed in the ACOP and HCV Administrative Plan.

Strategic Goal: Develop additional services/partner with agencies to serve our residents.

- **Provide An Improved Living Environment:**
 - Implement measures to de-concentrate poverty by bringing higher income public housing households into lower income developments: Marketing, modernization, reducing density, new units, bond-financing, public housing conversions to project-based vouchers, other forms of borrowing, etc.
 - Implement measures to promote income mixing in public housing by assuring access for lower income families into higher income developments: Assigning units as available.
 - Implement public housing security improvements: Continue to implement security, safety, and prevention improvements (i.e., upgrade security cameras, police focus patrols, fencing, density considerations, tenant screening, etc.).
 - Designate developments or buildings for resident groups (elderly, persons with disabilities).
 - Currently, Lippert Terrace and Jarrett Terrace are designated for elderly only; continue to request from HUD renewals of these designations. Give consideration for Requesting elderly designations for Carroll Terrace and Lee Terrace if interest and demand supports it based on aging-in-place considerations.
 - Convert/combine efficiencies to 1-BR units at Jarrett Terrace and Carroll Terrace.
 - Develop/implement a menu of amenities and services to enhance the quality of life.
 - Develop incentives for more working families.

- At selected developments, designate areas on the property for residents to walk their pets.
- **Promote Self-Sufficiency And Asset Development Of Assisted Households:**
 - Increase the number and percentage of employed persons in assisted families by 5%.
 - Provide or attract supportive services to improve assistance for recipients' employability: Create FSS programs with linkages to supportive services.
 - Provide or attract supportive services to increase independence for the elderly or families with disabilities: Continue Senior Coordinator for Public Housing (SCPH) program which provides support and linkages to related services and the Family Service Coordinator position for Public Housing program in family developments.
 - Partner with organizations to promote early childhood development.
 - For both Public Housing and Section 8 programs, require that the resident and/or participant agree to participate in "Financial Literacy" training as part of any repayment agreement.
- **Ensure Equal Opportunity And Affirmatively Further Fair Housing:**
 - Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familial status, and/or disability.
 - 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/or disability.
 - Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required.
 - To continue affirmative measures to meet Fair Housing objectives.
 - In consideration of the Violence Against Women Act (VAWA): do not deny access to or evict from public housing victims of domestic violence solely related to their being abused – encourage property owners renting to families with Section 8 Housing Vouchers to do the same; bifurcate (to divide) the lease to remove a lawful occupant or tenant who engages in criminal acts of violence to family members or others without evicting victimized lawful occupants; honor court orders regarding rights of access or control of the property; maintain victim confidentiality; place offenders on No Trespassing List; and, refer victims to Agencies related to domestic violence. However, this is not to prohibit eviction or termination for other good cause or for an actual and/or imminent threat to other tenants or those employed if the tenant remains.
 - Promote to residents their options to pay monthly rent and other charges through automatic bank account withdrawals, on-line payments, and debit card on-line.
 - Follow Uniform Relocation Act (URA) guidelines for relocating residents affected by demolition and redevelopment activities.

Strategic Goal: Build Diversified Business Model

- Establish an affiliate organization for entrepreneurial activities to provide additional revenue opportunities to fulfill housing mission.
- Establish partnerships with smaller housing authorities.

- Pursue future funding opportunities. Objective: Obtain at least \$250,000 in actual grant dollars per year.
- Develop a plan to achieve a self-sustaining financial condition by FYE 03/2024.
- Develop and utilize commercial property space purchased along with CKHA's new administrative building.
- In conjunction with Housing Innovations Corporation (HIC) to apply for the Project-Based Contract Administrator contract to oversee the project-based voucher contracts of HUD's Multi-family developments in West Virginia.
- Enter private management contracts for rental housing.

Strategic Goal: Promote the Opportunities and Successes of Affordable Housing

- Make the larger community aware of CKHA's Mission
- Increase public awareness and support of agency and resident successes.
- Reinstate the Housing Hall of Fame.
- Train/educate community about the programs CKHA offer with an emphasis on landlords.

Strategic Goal: Strengthen Organizational Operations

- Develop a succession plan to address staff turnover.
- Identify new methods to recruit/attract qualified staff.
- Implement recommendations of Salary & Benefit Comparability study to retain and attract qualified staff.
- Establish Customer Service plan to better serve all clients.
- Continue to identify ways to reduce expenses:
 - Where determined prudent, feasible, and/or necessary, convert developments to tenant-paid utilities.
 - Adjust tenant-paid maintenance charges for labor based upon actual costs
 - Complete the ongoing transition of issuing Utility Reimbursement Payments electronically through ACH transactions or onto debit cards.
- Fully implement Voice over Internet Protocol (VOIP) system to improve communications and provide improved customer service.
- Update Disaster Preparedness Response Plan.
- Revision of Integrated Pest Management Policy to specifically address bed bugs.
- Revision of move-out procedures regarding the forecasting of maintenance charges.
- Revision of Emergency Work Order protocol during normal business hours and after hours.
- Revising the Transfer Policy for Public Housing or Project-Based units
- CKHA intends to review and revise management policies in the Public Housing Admissions and Continued Occupancy Plan (ACOP) and the Housing Choice Voucher Administrative Plan to bring them in compliance with regulations and to improve the efficiency of operations of both programs as a cost containment measure. Develop a management plan and statement of procedures for interface between HCV PBV RAD properties and Management of the properties
- Once an applicant is housed, whether in a property managed by CKHA or Housing Innovations Corporation (HIC), applicants will be repositioned on the waiting lists.
- Revise Procurement Policy to comply with WV State Law and Federal Regulations.

Annual Plan Elements

Statement of Housing Needs and Strategy for Addressing

Analysis of the 2020-2024 Consolidated Plan published by the City of Charleston indicates the greatest housing need in CKHA's jurisdiction is the cost burden (paying more than 30% of household income for housing) faced by families under 50% Area Median Income (AMI). The Plan also shows sub-standard housing is a problem for most low-income households in Charleston. CKHA's waiting list data supports these conclusions as 89% of voucher applicants and 92% of public housing applicants are below 30% AMI. Likewise, 72% of voucher and 87% of public housing applicants need two bedrooms or less to meet their household needs.

Cost Burden > 30%

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
NUMBER OF HOUSEHOLDS								
Small Related	640	400	230	1,270	125	70	90	285
Large Related	75	40	10	125	30	49	20	99
Elderly	184	218	154	556	153	199	253	605
Other	799	455	304	1,558	110	44	49	203
Total need by income	1,698	1,113	698	3,509	418	362	412	1,192

2020-2024 City of Charleston Consolidated Plan

Housing Needs of Families on the Public Housing and Section 8 Tenant- Based Assistance Waiting Lists

Housing Needs of Families on the HCV Waiting List			
	# of families	% of total families	Annual Turnover
Waiting list total	1399		1200
Extremely low income <=30% AMI	1095	78%	
Very low income (>30% but <=50% AMI)	169	12%	
Low income (>50% but <80% AMI)	121	9%	
Families' w/ children	612	44%	
Elderly families	71	5%	
Families with			

Housing Needs of Families on the HCV Waiting List			
Disabilities	253	18%	
Race/ethnicity African American	538	39%	
Race/ethnicity Hispanic	49	4%	
Is the waiting list closed (select one)? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes			
If yes:			
HOW LONG HAS IT BEEN CLOSED (# OF MONTHS)?			
Does the PHA expect to reopen the list in the PHA Plan year? <input type="checkbox"/> No <input type="checkbox"/> Yes			
Does the PHA permit specific categories of families onto the waiting list, even if generally closed? <input type="checkbox"/> No <input type="checkbox"/> Yes			

Housing Needs of Families on the Public Housing Waiting List			
	# of families	% of total families	Annual Turnover
Waiting list total	540		240
Extremely low income <=30% AMI	408	76%	
Very low income (>30% but <=50% AMI)	87	16%	
Low income (>50% but <80% AMI)	40	7%	
Families w/ children	171	32%	
Elderly families	52	10%	
Families with Disabilities	100	19%	
Race/ethnicity White	349	65%	
Race/ethnicity African American	184	34%	
Characteristics by BR Size (PH Only)			
1BR	354	66%	
2 BR	90	17%	
3 BR	55	10%	
4 BR	35	6%	
5+ BR	6	1%	
Is the waiting list closed (select one)? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes			
If yes:			
HOW LONG HAS IT BEEN CLOSED (# OF MONTHS)?			
Does the PHA expect to reopen the list in the PHA Plan year? <input type="checkbox"/> No <input type="checkbox"/> Yes			
Does the PHA permit specific categories of families onto the waiting list, even if generally closed? <input type="checkbox"/> No <input type="checkbox"/> Yes			

Strategy for Addressing Housing Needs

Need: Shortage of quality affordable housing for all eligible populations

Strategy: Maximize the number of affordable units available within its current resources by:

- Employ effective maintenance and management policies to minimize the number of public housing units off-line
- Reduce time to renovate public housing units
- Seek replacement of public housing units lost to the inventory through mixed finance development
- Seek replacement of public housing units lost to the inventory through Section 8 replacement housing resources
- Maintain or increase section 8 lease-up rates by establishing payment standards that will enable families to rent throughout the jurisdiction
- Maintain or increase section 8 lease-up rates by marketing the program to owners, particularly those outside of areas of minority and poverty concentration
- Maintain or increase section 8 lease-up rates by effectively screening Section 8 applicants to increase owner acceptance of program.

Strategy: Increase the number of affordable housing units by:

- Apply for additional section 8 units should they become available.
- Leverage affordable housing resources in the community through the creation of mixed - finance housing.
- Use replacement housing funds to acquire and rehab existing properties .

Strategy: Target available assistance to families at or below 30 % of AMI by:

- Adopt rent policies to support and encourage work.
- Continue to promote rent policies to support and encourage training and education (i.e., FSS programs).

Strategy: Target available assistance to families at or below 50% of AMI by:

- Employ admissions preferences aimed at families who are working.
- Adopt rent policies to support and encourage work.
- Continue to promote rent policies to support and encourage training and education (i.e., FSS programs).

Need: Specific Family Types: Families with Disabilities.

Strategy: Target available assistance to Families with Disabilities:

- Carry out the modifications needed in public housing based on the Section 504 Needs Assessment for Public Housing.
- Apply for special-purpose vouchers targeted to families with disabilities, should they become available.

Strategy: Conduct activities to affirmatively further fair housing:

- Counsel Section 8 tenants as to location of units outside of areas of poverty or minority concentration and assist them to locate those units.
- Market the Section 8 program to owners outside of areas of poverty /minority concentrations.

Strategies are affected by:

- Funding constraints.
- Staffing constraints.
- Limited availability of sites for assisted housing.
- Extent to which housing needs are met by other organizations in the community.
- Evidence of housing needs as demonstrated in the Consolidated Plan and other information available to the PHA.
- Influence of the housing market on PHA programs.
- Community priorities regarding housing assistance.
- Results of consultation with local or state government.
- Results of consultation with residents and the Resident Advisory Board.
- Results of consultation with advocacy groups.
- Physical constraints for adequate staffing and program delivery.
-

Deconcentration and Other Policies Governing Eligibility, Selection & Admissions

Public Housing

Eligibility: When does the PHA verify eligibility for admission to public housing?

- Once application is filed, the process of verification relative to eligibility for admission begins. Applicants are generally offered housing unit(s) within a short time from verification being completed provided such verifications are acceptable.
- Per HUD’s final rule published on February 3, 2012 and PIH Notice 2014-20, Charleston-Kanawha Housing Authority is required to change its definition of “family” so that it includes. But not limited to the following, regardless of actual or perceived sexual orientation, gender identity or marital status:
 - (1) A single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or
 - (2) A group of persons residing together, and such group include, but are not limited to:
 - (i) A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family);
 - (ii) An elderly family.
 - (iii) A near elderly family;
 - (iv) A disabled family.
 - (v) A displaced family; and
 - (vi) The remaining member of a tenant family.

Which non-income (screening) factors does the PHA use to establish eligibility for admission to public housing?

- Criminal or Drug-related activity from the previous three (3) years.

- Rental history.
- Housekeeping.
- Credit Bureau reports.
- Amounts owed to PHA from a previous participation in a rental assistance program.
- PHA requests criminal records from local law enforcement agencies for screening purposes.
- PHA accesses criminal records from the FBI for screening purposes.

Waiting List Organization

Which methods does the PHA plan to use to organize its public housing waiting list?

- Sub-jurisdictional lists (site based for LIHTC developments)
- Site-based waiting lists (Applications at Main Office - 1525 Washington Street West).

Where may interested persons apply for admission to public housing?

- PHA main administrative office (1525 Washington Street West).
- Via Internet through on-line portal.

May families be on more than one list simultaneously?

- Yes, families may be on as many waiting lists as they wish; however, once they select a unit at a development, they come off all other waiting lists.

Where can interested persons obtain more information about and sign up to be on the site-based waiting lists?

- PHA main administrative office (1525 Washington Street West).
- PHA development management offices
- Internet (Pre-applications).

Assignment

How many vacant unit choices are applicants ordinarily given before they fall to the bottom of the list or are removed from the waiting list?

- Applicants receive one choice. If they refuse, they are dropped to the bottom of that site list but maintain their current position on other site lists. A refusal of a second offer at a site will result in them being removed from that site list, unless they can provide good cause for rejecting the offer. They will remain in their current position on other lists.

Admissions Preferences

In what circumstances will transfers take precedence over new admissions?

- Emergencies (hazardous maintenance conditions)
- High Priority (verified medical condition, threat of harm or criminal activity and reasonable accommodation)
- Transfers to make medical accessible units available.
- Demolition, renovation, etc.
- Occupancy Standards
- Other PHA-required transfers
- Other tenant-requested transfers

Preferences

- Date and time of application.
- Involuntary Displacement (Natural Disaster) **(N/A for LIHTC developments)**
- Working families and those unable to work because of age or disability
 - The Working Preference is provided when, at the date of application, at least one adult in the household is employed for at least 20 hours per week, earning minimum wage, for the past six months and who is employed at the date of admission; the Working Preference is equally extended to elderly families (62 years or older) and to families whose head or spouse are receiving income based on their inability to work (i.e., SSI, Workers' Comp.).
- Residency is extended to those who live, work or has been hired to work in Kanawha, Clay or Putnam Counties. The residency preference will not be based on how long an applicant has resided or worked in the preference area.
- Relocation Preference is extended to those individuals who previously resided in public housing and were required to move under the Uniform Relocation Act due to a demolition/disposition activity of CKHA and are reapplying for an assisted unit.

Occupancy

What reference materials can applicants and residents use to obtain information about the rules of occupancy of public housing?

- The PHA-resident lease.
- The PHA's Admissions and Continued Occupancy (ACOP) policy.
- PHA briefing seminars or written materials.
- Resident Handbooks.

How often must residents notify the PHA of changes in family composition?

- At annual reexaminations and lease renewals.
- Any time family composition changes.
- At family request for revision.

Attachment A is provided which reflects twelve (12) family developments only one of which is subject to the Deconcentration Policy as per HUD Notice PIH 2001-4 (HA) dated January 19, 2001. As permitted by Notice PIH 2001-4, a bedroom adjustment factor was utilized to provide for a unit-weighted average of the unit distribution at each development and for the total average. Notice PIH 2001-4 also prescribes an Established Income Range of 85% to 115% for each development when compared to the project-wide average. Per CFR 903.2(b)(2)(i) public housing developments operated by a PHA with fewer than 100 units are not subject to deconcentration of poverty and income mixing requirements. Therefore, only Orchard Manor is subject to the requirements.

30% of the Area Median Income of \$61,100 is \$18,330 (effective 4/1/2021). Based upon Federal Register dated 08/06/02 "Public Housing Agency Plans: Deconcentration – Amendments to Established Income Range Definition; Final Rule", HUD agrees that in all practicality deconcentration would not be fostered through efforts to place lower income families in developments categorized as higher income in which the average family income is in fact at the extremely low-income level. Therefore, since the average income for all family developments is less than the Extremely Low-Income Limit, the deconcentration requirement does not apply.

See Attachment A for a complete calculation of the percentages.

HCV Section 8 Program

Eligibility

What is the extent of screening conducted by the PHA?

- Criminal or drug-related activity only to the extent required by law or regulation.
- In FY 2006, began criminal checks for all Sec. 8 approved applicants.
- PHA requests criminal records from local law enforcement agencies for screening purposes.
- PHA accesses criminal records from the FBI for screening purposes.
- Review applicant criminal history from the previous three (3) years.
- Name and address of previous landlord if requested.

- Per HUD's final rule published on February 3, 2012, and PIH Notice 2014-20, Charleston-Kanawha Housing Authority is required to change its definition of "family" so that it includes. But not limited to the following, regardless of actual or perceived sexual orientation, gender identity or marital status:

(1) A single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or

(2) A group of persons residing together, and such group include, but are not limited to:

- (i) A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family);
- (ii) An elderly family.
- (iii) A near elderly family.
- (iv) A disabled family.
- (v) A displaced family; and
- (vi) The remaining member of a tenant family.

Waiting List Organization

Where may interested persons apply for admission to HCV tenant-based assistance?

- PHA main administrative office (1525 Washington Street West)
- Internet – online application portal.

Does the PHA give extensions on standard 60-day period to search for a unit?

- CKHA issues the voucher for 120 days which includes the standard 60-day period and the two 30-day extensions. Extensions may be granted as a reasonable accommodation.

Admissions Preferences

Preferences

- Date and time of application.
- Working families and those unable to work because of age or disability
 - The Working preference is provided when, at the date of application, at least one adult in the household is employed for at least 20 hours per week for the past six months, earning minimum wage and who is employed at the date of admission; the Working Preference is equally extended to elderly families (62 years or older) and to families

whose head or spouse are receiving income based on their inability to work (i.e. SSI, Workers' Comp.) Also, Sec. 8 vouchers to be utilized (set-aside) as a resource for relocation of public housing tenants where their unit is being demolished as part of an overall revitalization effort or in the case of unit conversions.

- Residency is extended to those who live, work or has been hired to work in Kanawha, Clay or Putnam Counties. The residency preference will not be based on how long an applicant has resided or worked in the preference area.
- Non-elderly persons with disabilities transitioning out of institutional and other segregated settings, at serious risk of institutionalization, homeless, or at risk of becoming homeless
- Relocation Preference is extended to those individuals who are required to move under the Uniform Relocation Act due to a demolition/disposition activity of CKHA.

Special Purpose Section 8 Assistance Programs

In which documents or other reference materials are the policies governing eligibility, selection, and admissions to any special-purpose section 8 program administered by the PHA contained?

- The Section 8 Administrative Plan

How does the PHA announce the availability of any special-purpose section 8 programs to the public?

- Advocacy groups

Financial Resources

Sources	Estimated/Planned \$
1. Federal Grants	
a) Public Housing Operating Fund	\$3,340,380 est.
b) Public Housing Capital Fund	\$3,414,947 est.
c) Annual Contributions for Section 8 Tenant-Based Assistance	\$17,580,847
d) Resident Opportunity and Self-Sufficiency Grants (FSS & FSC)	\$243,432 est.
• Community Development Block Grants	\$20,000 est
Other Federal Grants (list below) SNAP	\$180,842.00
2. Prior Year Federal Grants (unobligated funds only) (list below)	-0-
3. Public Housing Dwelling Rental Income	\$2,906,161 est.
4. Other income (list below)	\$0
Excess Utilities	\$0
Misc.	\$0
5. Non-federal sources (list below)	

Sources	Estimated/Planned \$
Interest on Investments	\$13,750.00
Total resources	\$27,956,631.00

Rent Determinations

Public Housing

Minimum Rent: What amount is the PHA's minimum rent?

- The minimum rent is \$50.00

Rents set at less than 30% than adjusted income: Does the PHA plan to charge rents at a fixed amount or percentage less than 30% of adjusted income?

- Flat Rents will be charged to residents who choose this rent over the income-based rent (note: as a rule, only residents who have income-based rents that would be greater than the flat rents choose this option).

Which discretionary (optional) deductions and/or exclusions policies do the PHA plan to employ?

- For the earned income of a previously unemployed household member as provided for by HUD regulations.
 - HUD approved Earned Income Disallowance (Rent Phase-In).

In setting the market-based flat rents, what sources of information did the PHA use to establish comparability?

- Per the 2015 Consolidated Appropriations Act, PHAs have three option at which to set Flat Rents:
 - 80% of the local Fair Market Rent
 - 80% of the Small Area Fair Market Rent
 - Exception Rent applied for from HUD
 -

Between income reexaminations, how often must tenants report changes in income or family composition to the PHA such that the changes result in an adjustment to rent?

- Within 10 days of occurrence.

Section 8 Tenant-Based Assistance

Payment Standards: What is the PHA's payment standard?

- Kanawha County (% of FMR): Efficiency \$634 (110%), 1 Bed \$759 (110%), 2 Bed \$916 (110%), 3 Bed \$1,191 (110%), 4 Bed \$1,283 (110%)
- Putnam County: Efficiency \$769 (110%), 1 Bed \$785 (110%), 2 Bed \$1,034 (110%), 3 Bed \$1,360 (110%), 4 Bed \$1,600 (110%)
- 110% of FMR for Project-Based Vouchers, Shelter Plus Care, Emergency, Mainstream, Fostering Youth.

If the payment standard is higher than FMR, why has the PHA chosen this level?

- To provide voucher holders increased assistance to expand their opportunity to locate and lease better quality housing in more income diverse neighborhoods.

How often are payment standards reevaluated for adequacy?

- Annually

What factors will the PHA consider in its assessment of the adequacy of its payment standards?

- Success rates of assisted families.
- Rent burdens of assisted families.
- PHA feels it necessary to adjust payment standards to help offset utility increases and to better reflect market conditions.

What amount best reflects the PHA's Minimum Rent?

- Minimum Rent is \$50.00

Operation and Management

See Attachment B for Organizational Chart of CKHA

CKHA Housing Programs

Program Name	Units or Families Served at Year Beginning	Expected Turnover
Public Housing	1,147	150
HCV Tenant Vouchers	2719	300
Project Based Vouchers	236	12
Section 8 Mod Rehab	22	3
Shelter Plus Care	32	6
Emergency Housing Vouchers	66	6
Mainstream Vouchers	121	12
Fostering Youth	4	1
Homeownership	12	2
Veterans Assistance Supportive Housing	62	6

Management and Maintenance Policies

- Public Housing Maintenance and Management:
 - Admissions and Occupancy Policy (includes pest infestation measures), Resident Handbooks, Resident Calendars.
 - Tenant-paid maintenance charges for labor presently at \$22.00 per hour.
- Section 8 Management:
 - Administrative Plan, Participant Handbook, Calendars.

Pest Policy

It is the goal of Charleston-Kanawha Housing Authority to provide safe, sanitary housing for its residents. In so doing, Charleston-Kanawha Housing Authority commits to providing a pest free environment in all developments.

Pest control is performed by qualified licensed contractors who treat monthly for routine pests. Charleston-Kanawha Housing Authority will make a diligent effort to provide a healthy and pest-free environment for its residents. Frequent and regular inspections are made of all properties to

determine which, if any, pests infest dwelling units. Based upon findings, the most economical and efficient method of eradication is selected and implemented. Special attention is paid to bedbugs. Additional treatments will be provided for the elimination of bedbugs in dwelling units as needed following proper unit preparation. Residents who see signs of infestation between regularly scheduled inspections and treatments may request additional assistance through the work order system.

Resident cooperation with the extermination plan is essential. Management must always require residents to maintain dwelling units in a clean and sanitary manner to provide for a healthy, pest-free environment. Residents having chemical allergies must provide written evidence to Management. Units having babies six (6) months or under will not be treated with chemicals; gels and bait traps may be used as a substitute. Residents who fail to cooperate are in violation of the Lease Agreement and may be subject to termination of tenancy. Reports are provided to Management upon completion of each regularly scheduled inspection noting signs of infestation, housekeeping and sanitation concerns. Management is required to schedule follow-up inspections, issue lease violations and work with residents to improve housekeeping and sanitation concerns.

Did the PHA receive any comments on the PHA Plan from the Resident Advisory Board/s?

- To be determined

What comments were received?

- To be determined

In what manner did the PHA address those comments?

- To be determined

Description of Election process for Residents on the PHA Board

Does the PHA meet the exemption criteria provided section 2(b)(2) of the U.S. Housing Act of 1937?

- No.

Was the resident who serves on the PHA Board elected by the residents?

- A Resident Commissioner was appointed by the Mayor's office in April 2000; however, that Commissioner moved out of the area in 2007. A list of interested residents for potential consideration was submitted to the Mayor's office; the Mayor in Oct. 2007 appointed Nora Harris (from Carroll Terrace) as Resident Commissioner. Upon Ms. Harris's death in 2011, Ms. Jean Walton (Lippert Terrace) was appointed to the Board. In 2015, Ms. Virginia Nesmith (Orchard Manor) was appointed to replace Ms. Walton when her term expired.

Description of Resident Election Process

- Appointed by Mayor as per his/her authority.

Eligible candidates:

- Any adult recipient of CKHA assistance

Eligible voters:

- Process is by appointment by Mayor in lieu of voting.

Section 8 HQS Overview

Beginning in 2017, CKHA has been a pilot site for HUD's new inspection standards, initially UPCS-V and in 2021 INSPIRE-V. All units are being inspected under this new protocol, adjusted to the local standards, as approved by HUD, listed below.

CKHA may impose additional quality standards if the additional criteria are not likely to adversely affect the health or safety of participant families or severely restrict housing choice. HUD approval is required if more stringent standards are imposed. HUD approval is not required if CKHA additions are clarifications of HUD's acceptability criteria or performance standards [24 CFR 982.401(a)(4)].

- Thermal Environment [HCV GB p.10-7]

CKHA must define a "healthy living environment" for the local climate. This may be done by establishing a temperature that the heating system must be capable of maintaining, that is appropriate for the local climate.

CKHA Policy

The heating system must be capable of maintaining an interior temperature of 65 degrees Fahrenheit between October 1 and May 1.

- Clarifications of HUD Requirements

CKHA Policy

As permitted by HUD, CKHA has adopted the following specific requirements that elaborate on HUD standards.

- Walls

In areas where plaster or drywall is sagging, severely cracked, or otherwise damaged, it must be repaired or replaced.

All interior and exterior walls must be in a finished condition with an acceptable protective treatment and free of any holes or other defects.

- Windows

Windows must be in good condition, solid and intact, and properly fitted to the window frame. Damaged or deteriorated windows must be replaced.

Windows must be weather-stripped as needed to ensure a weather-tight seal.

Window screens must be in good condition (applies only if screens are present).

Windowpanes in all rooms used for living must be free of cracks. Windowpanes in non-living areas must be free of cracks that would permit air infiltration or present a cutting hazard.

- Doors

All exterior doors must be weather-tight to avoid any air or water infiltration, be lockable, free of holes, have all trim intact, and have a threshold.

Double-keyed deadbolt locks are not permissible on exterior doors.

All interior doors must be free of holes and only pass through locks are permissible.

- Floors

All wood floors must be sanded to a smooth surface and sealed. Any loose or warped boards must be secured and made level. If they cannot be leveled, they must be replaced.

All floors must be in a finished state.

- Sinks

All sinks and commode water lines must have shut off valves, unless faucets are wall mounted or in mobile homes.

All worn or cracked toilet seats and tank lids must be replaced, and toilet tank lid must fit properly.

- Security

If window security bars or security screens are present on emergency exit windows, they must be equipped with a quick release system. The owner is responsible for ensuring that the family is instructed on the use of the quick release system.

- Exits

All units must have an alternative means of exit from the building in case of fire. Acceptable fire exits include:

An operable window.

If there is more than a 12 ft. drop from a window to the ground or a landing, a fire ladder is required.

A back door opening unto a porch with a stairway leading to the ground.

- Electrical

Ground fault (GFI) receptacles are required for 110-volt outlets within six (6) feet of a water source in all bathrooms, kitchens, etc.

- Sanitation

The interior and exterior of a property shall be maintained in a safe, clean and sanitary condition that will promote a healthy living environment and to avoid possible infestation by rodents or insects.

Each unit shall have at least one receptacle for the disposal of garbage; buildings with four or more units shall comply with local building codes for the size of garbage receptacles.

- Exterior

The property must be maintained to prevent high grass, weeds, and other overgrown plants, which may lead to an infestation of rodents and vermin. No unlicensed, inoperable vehicles may be maintained on the property.

- Smoke & Carbon Monoxide Detectors

In addition to having an operable smoke detector in common areas of each level, each bedroom must have an operable smoke detector installed according to NFPA requirements.

In units with fuel burning appliances, a carbon monoxide detector must be installed according NFPA and manufacturer requirements in a central location outside of sleeping areas.

Grievance Policies

GRIEVANCE PROCEDURES FOR PUBLIC HOUSING RESIDENTS

14-III.A. REQUIREMENTS [24 CFR 966.52]

PHAs must have a grievance procedure in place through which residents of public housing are provided an opportunity to grieve any PHA action or failure to act involving the lease or PHA policies which adversely affect their rights, duties, welfare, or status. The PHA must not only meet the minimal procedural due process requirements provided under the regulations but must also meet any additional requirements imposed by local, state, or federal law.

CKHA grievance procedure must be included, or incorporated by reference in, in the lease.

CKHA Policy

CKHA grievance procedure will be incorporated by reference in the tenant lease.

CKHA must provide at least 30 days' notice to tenants and resident organizations setting forth proposed changes in CKHA grievance procedure and provide an opportunity to present written comments. Comments submitted must be considered by CKHA before adoption of any changes to the grievance procedure by CKHA.

CKHA Policy

Residents and resident organizations will have 30 calendar days from the date they are notified by CKHA of any proposed changes in CKHA grievance procedure, to submit written comments to CKHA. CKHA must furnish a copy of the grievance procedure to each tenant and to resident organizations.

14-III.B. DEFINITIONS [24 CFR 966.53; 24 CFR 966.51(a)(2)(i)]

There are several terms used by HUD regarding public housing grievance procedures, which take on specific meanings different from their common usage. These terms are as follows:

- **Grievance** – any dispute which a tenant may have with respect to PHA action or failure to act in accordance with the individual tenant's lease or PHA regulations which adversely affect the individual tenant's rights, duties, welfare, or status
- **Complainant** – any tenant whose grievance is presented to CKHA or at the project management office
- **Due Process Determination** – a determination by HUD that law of the jurisdiction requires that the tenant must be given the opportunity for a hearing in court which provides the basic elements of due process before eviction from the dwelling unit
- **Expedited Grievance** – a procedure established by the PHA for any grievance or termination that involves:
 - Any criminal activity that threatens the health, safety, or right to peaceful enjoyment or the PHA's public housing premises by other residents or employees of the PHA; or
 - Any drug-related criminal activity on or off the premises
- **Elements of Due Process** – an eviction action or a termination of tenancy in a state or local court in which the following procedural safeguards are required:
 - Adequate notice to the tenant of the grounds for terminating the tenancy and for eviction
 - Right of the tenant to be represented by counsel
 - Opportunity for the tenant to refute the evidence presented by CKHA including the right to confront and cross-examine witnesses and to present any affirmative legal or equitable defense which the tenant may have

- A decision on the merits
- **Hearing Officer/Panel** – an impartial person or persons selected by the PHA, other than the person who made or approved the decision under review, or a subordinate of that person. The individual or individuals do not need legal training.
- CKHA must present all Hearing Officers to the Board of Commissioners for prior approval before presiding over the hearing process
- **Tenant** – the adult person (or persons) (other than a live-in aide)
 - Who resides in the unit, and who executed the lease with CKHA as lessee of the dwelling unit, or, if no such person now resides in the unit,
 - Who resides in the unit, and who is the remaining head of household of the tenant family residing in the dwelling unit?
- **Resident Organization** – includes a resident management corporation

14-III.C. APPLICABILITY [24 CFR 966.51]

Grievances could potentially address most aspects of a PHA’s operation. However, there are some situations for which the grievance procedure is not applicable.

The grievance procedure is applicable only to individual tenant issues relating to CKHA. It is not applicable to disputes between tenants not involving CKHA. Class grievances are not subject to the grievance procedure and the grievance procedure is not to be used as a forum for initiating or negotiating policy changes of CKHA.

If HUD has issued a due process determination, a PHA may exclude from its grievance procedure any grievance concerning a termination of tenancy or eviction that involves:

- Any criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises of other residents or employees of CKHA
- Any violent or drug-related criminal activity on or off such premises

In states without due process determinations, PHAs must grant opportunity for grievance hearings for all lease terminations, regardless of cause, with the following exception: PHAs may use expedited grievance procedures for the first two of the three excluded categories listed above. These expedited grievance procedures are described in Section 14-III.E.below.

If HUD has issued a due process determination, CKHA may evict through the state/local judicial eviction procedures. In this case, CKHA is not required to provide the opportunity for a hearing under CKHA’s grievance procedure as described above.

CKHA Policy

CKHA is in a due process state; therefore, it will exclude from its grievance hearings:

- Any criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises of other residents or employees of CKHA
- Any violent or drug-related criminal activity on or off such premises
- Any criminal activity that resulted in felony conviction of a household member

14-III.D. INFORMAL SETTLEMENT OF GRIEVANCE [24 CFR 966.54]

HUD regulations state that any grievance must be personally presented, either orally or in writing, to CKHA office or to the office of the housing development in which the complainant resides so that the grievance may be discussed informally and settled without a hearing.

CKHA Policy

CKHA will accept requests for an informal settlement of a grievance either orally or in writing, to CKHA office within 10 business days of the grievable event. Within 10 business days of receipt of the request CKHA will arrange a meeting with the tenant at a mutually agreeable time and confirm such meeting in writing to the tenant.

If a tenant fails to attend the scheduled meeting without prior notice, CKHA will reschedule the appointment only if the tenant can show good cause for failing to appear, or if it is needed as a reasonable accommodation for a person with disabilities.

Good cause is defined as an unavoidable conflict which seriously affects the health, safety or welfare of the family.

HUD regulations require that a summary of such discussion will be prepared within a reasonable time and one copy will be given to the tenant and one retained in CKHA's tenant file.

The summary must specify the names of the participants, dates of meeting, the nature of the proposed disposition of the complaint and the specific reasons therefore and will specify the procedures by which a hearing may be obtained if the complainant is not satisfied.

CKHA Policy

CKHA will prepare a summary of the informal settlement within 10 business days; one copy to be given to the tenant and one copy to be retained in CKHA's tenant file.

For PHAs who have the option to establish an expedited grievance procedure, and who exercise this option, the informal settlement of grievances is not applicable to those grievances for which the expedited grievance procedure applies.

14-III.E. PROCEDURES TO OBTAIN A HEARING [24 CFR 966.55]

Requests for Hearing and Failure to Request [24 CFR 966.55(a), (c), and (d)]

CKHA Policy

The resident must submit a written request for a grievance hearing to CKHA within 5 business days of the tenant's receipt of the summary of the informal settlement. If the complainant does not request a hearing, CKHA's disposition of the grievance under the informal settlement process will become final. However, failure to request a hearing does not constitute a waiver by the complainant of the right to contest CKHA's action in disposing of the complaint in an appropriate judicial proceeding.

Scheduling of Hearings [24 CFR 966.55(f)]

If the complainant has complied with all requirements for requesting a hearing as described above, a hearing must be scheduled by the hearing officer/panel promptly for a time and place reasonably convenient to both the complainant and CKHA. A written notification specifying the time, place and the procedures governing the hearing must be delivered to the complainant and the appropriate PHA official.

CKHA Policy

Within 10 business days of receiving a written request for a hearing, the hearing officer will schedule and send written notice of the hearing to both the complainant and CKHA.

CKHA may wish to permit the tenant to request to reschedule a hearing for good cause.

CKHA Policy

The tenant may request to reschedule a hearing for good cause, or if it is needed as a reasonable accommodation for a person with disabilities. Good cause is defined as an unavoidable conflict which seriously affects the health, safety, or welfare of the family. Requests to reschedule a hearing must be made orally or in writing prior to the hearing date. At its discretion, CKHA may request documentation of the "good cause" prior to rescheduling the hearing.

Expedited Grievance Procedure [24 CFR 966.55(g)]

CKHA may establish an expedited grievance procedure for any grievance concerning a termination of tenancy or eviction that involves:

- Any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents or employees of CKHA, or
 - Any drug-related criminal activity on or near such premises
- In such expedited grievances, the informal settlement of grievances as discussed in 14-III.D is not applicable.

CKHA may adopt special procedures concerning expedited hearings, including provisions for expedited notice or scheduling, or provisions for expedited decision on the grievance.

CKHA Policy

CKHA will not use an expedited grievance procedure.

14-III.F. SELECTION OF HEARING OFFICER/PANEL [24 CFR 966.55(b)]

The grievance hearing must be conducted by an impartial person or persons appointed by CKHA, other than the person who made or approved CKHA action under review, or a subordinate of such person.

CKHA Policy

PHA grievance hearings will be conducted by a single hearing officer and not a panel. Such officer shall be an impartial person or persons appointed by the Board of Commissioners of Charleston-Kanawha Housing Authority.

CKHA must determine the methodology for appointment of the hearing officer, and it must be stated in the grievance procedure.

CKHA Policy

CKHA will appoint a person who has been selected in the manner required under the grievance procedure. Efforts will be made to assure that the person selected is neither a friend nor enemy of the complainant, that they do not have a personal stake in the matter under dispute and will otherwise not appear to lack impartiality.

CKHA must consult with resident organizations before a person is appointed as a hearing officer or hearing panel member. Comments from the resident organizations must be considered before making the appointment.

14-III.G. PROCEDURES GOVERNING THE HEARING [24 CFR 966.56]

Rights of Complainant [24 CFR 966.56(b)]

The complainant will be afforded a fair hearing. This includes:

- The opportunity to examine before the grievance hearing any PHA documents, including records and regulations that are directly relevant to the hearing. The tenant must be allowed to copy any such document at the tenant's expense. If CKHA does not make the document available for examination upon request by the complainant, CKHA may not rely on such document at the grievance hearing.

CKHA Policy

The tenant will be allowed to copy any documents related to the hearing at a cost of \$.25 per page. The family must request discovery of PHA documents no later than 12:00 p.m. on the business day prior to the hearing.

- The right to be represented by counsel or other person chosen to represent the tenant, and to have such person make statements on the tenant's behalf.

CKHA Policy

Hearings may be attended by the following applicable persons:

A PHA representative(s) and any witnesses for CKHA

The tenant and any witnesses for the tenant

The tenant's counsel or other representative

Any other person approved by CKHA as a reasonable accommodation for a person with a disability

- The right to a private hearing unless the complainant requests a public hearing.
- The right to present evidence and arguments in support of the tenant's complaint, to controvert evidence relied on by CKHA or project management, and to confront and cross-examine all witnesses upon whose testimony or information CKHA or project management relies.
- A decision based solely and exclusively upon the facts presented at the hearing.

Failure to Appear [24 CFR 966.56(c)]

If the complainant or CKHA fails to appear at a scheduled hearing, the hearing officer/panel may decide to postpone the hearing for no more than five business days or may decide that the party has waived his/her right to a hearing. Both the complainant and CKHA must be notified of the determination by the hearing officer/panel: Provided, That a determination that the complainant has waived his/her right to a hearing will not constitute a waiver of any right the complainant may have to contest CKHA's disposition of the grievance in an appropriate judicial proceeding.

There may be times when a complainant does not appear due to unforeseen circumstances which are out of their control and are no fault of their own.

CKHA Policy

If the tenant does not appear at the scheduled time of the hearing, the hearing officer will wait up to 30 minutes. If the tenant appears within 30 minutes of the scheduled time, the hearing will be held. If the tenant does not arrive within 30 minutes of the scheduled time, they will be considered to have failed to appear.

If the tenant fails to appear and was unable to reschedule the hearing in advance, the tenant must contact CKHA within 24 hours of the scheduled hearing date, excluding weekends and holidays. The hearing officer will reschedule the hearing only if the tenant can show good cause for the failure to appear, or it is needed as a reasonable accommodation for a person with disabilities.

"Good cause" is defined as an unavoidable conflict which seriously affects the health, safety, or welfare of the family.

General Procedures [24 CFR 966.56(d), (f), and (g)]

At the hearing, the complainant must first make a showing of an entitlement to the relief sought and thereafter CKHA must sustain the burden of justifying CKHA action or failure to act against which the complaint is directed [24 CFR 966.56(e)].

The hearing is conducted informally by the hearing officer. CKHA and the tenant must be given the opportunity to present oral or documentary evidence pertinent to the facts and issues raised by the complaint, and to question any witnesses.

CKHA Policy

Any evidence to be considered by the hearing officer must be presented at the time of the hearing. There are four categories of evidence.

Oral evidence: the testimony of witnesses

Documentary evidence: a writing which is relevant to the case, for example, a letter written to CKHA. Writings include all forms of recorded communication or representation, including letters, emails, words, pictures, sounds, videotapes or symbols or combinations thereof.

Demonstrative evidence: Evidence created specifically for the hearing and presented as an illustrative aid to assist the hearing officer, such as a model, a chart or other diagram.

Real evidence: A tangible item relating directly to the case.

Hearsay Evidence is evidence of a statement that was made other than by a witness while testifying at the hearing and that is offered to prove the truth of the matter. Even though evidence, including hearsay, is generally admissible, hearsay evidence alone cannot be used as the sole basis for the hearing officer's decision.

If CKHA fails to comply with the discovery requirements (providing the tenant with the opportunity to examine PHA documents prior to the grievance hearing), the hearing officer will refuse to admit such evidence.

Other than the failure of CKHA to comply with discovery requirements, the hearing officer has the authority to overrule any objections to evidence.

The complainant or CKHA may arrange, in advance and at the expense of the party making the arrangement, for a transcript of the hearing. Any interested party may purchase a copy of such transcript [24 CFR 966.56(g)].

CKHA Policy

If the complainant would like CKHA to record the proceedings by audiotape, the request must be made to CKHA by 12:00 p.m. on the business day prior to the hearing.

CKHA will consider that an audio tape recording of the proceedings is a transcript.

Accommodations of Persons with Disabilities [24 CFR 966.56(h)]

CKHA must provide reasonable accommodation for persons with disabilities to participate in the hearing. Reasonable accommodation may include qualified sign language interpreters, readers, accessible locations, or attendants.

If the tenant is visually impaired, any notice to the tenant which is required in the grievance process must be in an accessible format.

See Chapter 2 for a thorough discussion of CKHA's responsibilities pertaining to reasonable accommodation.

Limited English Proficiency (24 CFR 966.56(g))

CKHA must comply with HUD's LEP Final Rule in providing language services throughout the grievance process.

14-III.H. DECISION OF THE HEARING OFFICER/PANEL [24 CFR 966.57]

The hearing officer must issue a written decision, stating the reasons for the decision, within a reasonable time after the hearing. Factual determinations relating to the individual circumstances of the family must be based on a preponderance of evidence presented at the hearing. A copy of the decision must be sent to the complainant and CKHA. CKHA must retain a copy of the decision in the tenant's folder. A log of all hearing officer decisions must also be maintained on file by CKHA and made available for inspection by a prospective complainant, his/her representative, or the hearing officer/panel [24 CFR 966.57(a)].

CKHA Policy

In rendering a decision, the hearing officer will consider the following matters:

PHA Notice to the Family: The hearing officer will determine if the reasons for CKHA's decision are factually stated in the notice.

Discovery: The hearing officer will determine if the family was given the opportunity to examine any relevant documents in accordance with CKHA Policy.

PHA Evidence to Support CKHA Decision: The evidence consists of the facts presented. Evidence is not conclusion, and it is not argument. The hearing officer will evaluate the facts to determine if they support CKHA's conclusion.

Validity of Grounds for Termination of Tenancy (when applicable): The hearing officer will determine if the termination of tenancy is for one of the grounds specified in the HUD regulations and PHA policies. If the grounds for termination are not specified in the regulations or in compliance with PHA policies, then the decision of CKHA will be overturned.

The hearing officer will issue a written decision to the family and CKHA no later than 10 business days after the hearing. The report will contain the following information:

Hearing information:

- Name of the complainant
- Date, time, and place of the hearing
- Name of the hearing officer
- Name of CKHA representative(s)
- Name of family representative (if any)
- Names of witnesses (if any)

Background: A brief, impartial statement of the reason for the hearing and the date(s) on which the informal settlement was held, who held it, and a summary of the results of the informal settlement. Also includes the date the complainant requested the grievance hearing.

Summary of the Evidence: The hearing officer will summarize the testimony of each witness and identify any documents that a witness produced in support of his/her testimony and that are admitted into evidence.

Findings of Fact: The hearing officer will include all findings of fact, based on a preponderance of the evidence. *Preponderance of the evidence* is defined as evidence which is of greater weight or more convincing than the evidence which is offered in opposition to it; that is, evidence which shows that the fact sought to be proved is more probable than not. Preponderance of the evidence may not be determined by the number of witnesses, but by the greater weight of all evidence.

Conclusions: The hearing officer will render a conclusion derived from the facts that were found to be true by a preponderance of the evidence. The conclusion will result in a determination of whether these facts uphold CKHA's decision.

Order: The hearing report will include a statement of whether CKHA's decision is upheld or overturned. If it is overturned, the hearing officer will instruct CKHA to change the decision in accordance with the hearing officer's determination. In the case of termination of tenancy, the hearing officer will instruct CKHA to restore the family's status.

Procedures for Further Hearing

CKHA Policy

The hearing officer may ask the family for additional information and/or might adjourn the hearing to reconvene later, before reaching a decision. If the family misses an appointment or deadline ordered by the hearing officer, the action of CKHA will take effect and another hearing will not be granted.

Final Decision [24 CFR 966.57(b)]

The decision of the hearing officer is binding on CKHA which must take the action, or refrain from taking the action cited in the decision unless CKHA Board of Commissioners determines within a reasonable time, and notifies the complainant that:

- The grievance does not concern PHA action or failure to act in accordance with or involving the complainant's lease on PHA policies which adversely affect the complainant's rights, duties, welfare, or status; or
- The decision of the hearing officer is contrary to Federal, state, or local law, HUD regulations or requirements of the annual contributions contract between HUD and CKHA

CKHA Policy

When CKHA considers the decision of the hearing officer to be invalid due to the reasons stated above, it will present the matter to CKHA Board of Commissioners within 10 business days of the date of the hearing officer's decision. The Board has 30 calendar days to consider the decision. If the Board decides to reverse the hearing officer's decision, it must notify the complainant within 10 business days of this decision.

A decision by the hearing officer/panel, or Board of Commissioners in favor of CKHA or which denies the relief requested by the complainant in whole or in part must not constitute a waiver of any rights, nor effect in any manner whatever, any rights the complainant may have to a subsequent trial or judicial review in court [24 CFR 966.57(c)].

Section 8 Tenant-Based Assistance

- CKHA has established informal review procedures for applicants to the Section 8 tenant-based assistance program and informal hearing procedures for families assisted by the Section 8 tenant-based assistance program

Homeownership Programs

Pursuant to Section 8(y) of the U.S.H.A of 1937, as implemented by 24 CFR part 982, CKHA administers a Section 8 Homeownership program for participants of the Housing Choice Voucher Program. Participants do not have to belong to the Family Self-Sufficiency program to be involved in the Homeownership Program. CKHA will limit the number of families participating to 25 or fewer participants.

Community Services and Self- Sufficiency

In 2001, CKHA entered into a cooperative agreement with the West Virginia Department of Health & Human Resources, which administers the TANF program, to share information and/or target supportive services (as contemplated by section 12(d)(7) of the Housing Act of 1937)

CKHA attempts to enhance the economic and social self-sufficiency of assisted families by use of the following discretionary tools:

- Public housing rent determination policies (i.e., flat rents).
- Public housing admissions policies (i.e., working preference).
- Section 8 admissions policies (i.e., working preference).
- Preference/eligibility for section 8 homeownership option participation.

Does the PHA coordinate, promote or provide any programs to enhance the economic and social self-sufficiency of residents?

- Yes, please see the following table.

Services and Programs				
Program Name & Description (including location, if appropriate)	Estimated Size	Allocation Method (waiting list/random selection/specific criteria/other)	Access (development office / PHA main office / office / another provider name)	Eligibility (public housing or section 8 participants or both)
Primary Health Care	60	Based on need	Carroll – Cabin Creek Healthcare	Public Housing
Summer Nutrition	175	Based on need	On site	Public Housing
After School programs	20-25	Desire to participate	Orchard Manor	Public Housing
ROSS Grant	500	Based on need	On site	Public Housing
Section 3 Training	25	Desire to participate	On site	Public Housing

Family Self Sufficiency program/s

Family Self Sufficiency (FSS) Participation		
Program	Required Number of Participants	Actual Number of Participants
Public Housing	50 (voluntary program)	39 (as of 9/30/21)
Section 8	50 (voluntary program)	63 (as of 9/30/21)

Safety & Crime Prevention

Describe the need for measures to ensure the safety of public housing residents:

- Incidents of violent and/or drug-related crimes at CKHA's developments.
- Incidents of violent and/or drug-related crimes in the areas surrounding or adjacent to the CKHA's developments.
- Residents fearful for their safety and/or the safety of their children.
- Observed lower-level crime, vandalism and/or graffiti.

What information or data did the PHA used to determine the need for PHA actions to improve safety of residents?

- Safety and security survey of residents.
- Analysis of crime statistics over time for crimes committed "in and around" public housing authority.
- Resident reports.
- CKHA employee reports.
- Police reports.
- Demonstrable, quantifiable success with previous or ongoing anticrime/anti-drug programs.

Which developments are most affected?

- Littlepage Terrace, South Park Village, Orchard Manor, J. Douglas Anderson (Dunbar), Albert Harris (Rand), Jarrett Terrace.

List the crime prevention activities the PHA has undertaken or plans to undertake:

- Focus Patrol – employing off duty City of Charleston police officers to patrol sites.
- Police officers residing in developments. (See *Attachment J* for listing of sites/units with resident officers and the Terms and Conditions of Resident Officer Tenancy)
- Crime Prevention through Environmental Design.
- Activities targeted to at-risk youth, adults, or seniors.
- Security cameras focus patrols, fencing, and safety/security officer.

Which developments are most affected?

- Orchard Manor, Littlepage Terrace, Albert Harris – Rand, Douglas Anderson – Dunbar, South Park Village and Jarrett Terrace.

Describe the coordination between the PHA and the appropriate police precincts for carrying out crime prevention measures and activities:

- Police involvement in development, implementation, and/or ongoing evaluation of drug-elimination plan.
- Police provide crime data to housing authority staff for analysis and action.
- Police have established a physical presence on housing authority property (e.g., community policing office, officer in residence).
- Police regularly testify in and otherwise support eviction cases.
- Police regularly meet with the PHA management and residents.
- Agreement between PHA and local law enforcement agency for provision of above-baseline law enforcement services.

See Attachment C for listing of Resident Officer Units and Terms & Conditions

Pets Policy

CHARLESTON-KANAWHA HOUSING AUTHORITY PET POLICY (Effective 04/01/07):

Pets permitted and applicable pet deposits:

- Domestic dog (no more than one dog) \$300.00
 - At adult size – not to exceed 20 inches tall
 - At adult size – not to exceed 20 pounds in weight
- Domestic cat (no more than one cat) \$300.00
- Fish (not to exceed 20-gallon Aquarium) no deposit
- Caged bird (not to exceed 2 small birds) \$100.00
(No large birds)
- Caged hamster/guinea pig (no more than 2) \$ 50.00
- Caged ferret (no more than one) \$300.00
- Caged rabbit (no more than one) \$ 50.00
- Caged iguana (no more than one) \$300.00

Note: No more than one pet category allowed per household in a unit except fish may be combined with any other category.

Dogs and/or cats must be spayed/neutered about 6 months of age, must have current licenses, and must have evidence of inoculations.

All pets must be certified as disease-free by a veterinarian.

NO OTHER PETS PERMITTED THAN THOSE IDENTIFIED ABOVE.

NOTE: THIS PET POLICY DOES NOT APPLY TO OR RESTRICT THE USE OF QUALIFIED “SERVICE/ASSISTIVE ANIMALS”.

Additional provisions contained in Application for Pet Policy and Lease Addendum (Pet Agreement).

Asset Management

Continue to administer Project- Based Accounting and Project-Based Management. Asset Management Projects (AMPs) have been categorized as follows:

1. AMP 003 Orchard Manor, Orchard Phase I, Orchard Phase II, and Orchard Phase III
2. AMP 004 Lee Terrace
3. AMP 005 Jarrett Terrace
4. AMP 007 Hillcrest Village, Oakhurst Village, Wertz, Coal Branch and Scattered Sites
5. AMP 008 South Park Village
6. AMP 011 Carroll Terrace
7. AMP 012 Lippert Terrace
8. AMP 027 Charleston Replacement Housing, L.P. # 1
9. AMP 028 Charleston Replacement Housing, L.P. # 2
10. AMP 029 Albert Harris Apts. and Douglas Anderson Apts.
11. AMP 031 Charleston Replacement Housing, L.P. # 3

- 12.AMP 030 Charleston Replacement Housing, L.P. # 4 (Orchard Elderly)
- 13.AMP 032 Charleston Replacement Housing, L.P. # 6
- 14.AMP 033 Charleston Replacement Housing, L.P. #5
- 15.AMP 036 Starling Drive
- 16.AMP 037 729 Central Avenue
- 17.AMP 038 731 Central Avenue

New Activities

Mixed Finance Modernization or Development

CKHA may seek mixed-finance investment in the form of Low-Income Housing Tax Credits for the rehabilitation of existing public housing or project-based voucher developments as part of a plans to rehabilitate or redevelop properties including repositioning of properties using RAD or Section 18.

Will use replacement housing funding, please refer to Replacement Housing Plan *as per Attachment D*, to acquire existing properties in the agency’s operating jurisdiction to rehabilitate and increase the availability of assisted housing.

Demolition/Disposition Activity Description
1a. Development name: Orchard Manor 1b. Development (project) number: WV001001003
2. Activity type: Demolition <input checked="" type="checkbox"/> Disposition <input type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/>
4. Date application approved, submitted, or planned for submission: To be determined
5. Number of units affected: 24 units on Hutchinson and Lippert Streets
6. Coverage of action (select one) <input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: To Be Determined b. Projected end date of activity: To Be Determined

Demolition/Disposition Activity Description
1a. Development name: Scattered Site Units 1b. Development (project) number: WV001001007
2. Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/>
4. Date application approved, submitted, or planned for submission: To be determined

<p>5. Number of units affected: 29 – properties with 4 or less units.</p> <p>6. Coverage of action (select one)</p> <p><input checked="" type="checkbox"/> Part of the development</p> <p><input type="checkbox"/> Total development</p>
<p>7. Timeline for activity:</p> <p>a. Actual or projected start date of activity: To Be Determined</p> <p>b. Projected end date of activity: To Be Determined</p>

Voluntary Conversion of Public Housing

In consideration of HUD’s repositioning initiatives, CKHA may voluntarily convert public housing developments to the HCV Project-Based voucher program as appropriate.

Conversion of Public Housing through Rental Assistance Demonstration (RAD) and/or Section 18 Disposition

As Congress has expanded the number of public housing units nationwide available to be converted to RAD funding (450,000) CKHA may file an application to convert existing public housing properties to the RAD program if conversion is fiscally viable. CKHA may also utilize Section 18 disposition conversion and the use of Tenant Protection Vouchers to convert public housing units, specifically scattered site units with 4 or less units.

Project-Based Vouchers

The use of Project Based voucher assistance is consistent with CKHA’s Annual Plan to increase the availability of quality affordable housing, revitalize and diversify neighborhoods and to provide desired housing that meets local demographics. CKHA may opt to issue an RFP for up to 20% of the current voucher allocation to potentially being used for project-based vouchers.

Units with Approved Vacancies

CKHA will seek approval for vacancies for modernization at Jarrett Terrace for unit conversion from efficiencies to 1-bedroom apartments, affecting units on the 2nd, 3rd, 4th and 5th floors.

Other Capital Grant Programs

CKHA will apply for the Capital Grant Safety and Security Funding Opportunity.

B. 3 Progress Report

The 2020-24 Five Year Plan outlined 5 strategic goals which CKHA was to address to meet the housing needs in our community; help assisted families improve their quality of life and progress toward self-sufficiency and to develop a stronger organization. CKHA made progress during this period in meeting these goals through:

1. CKHA was selected for the Moving To Work (MTW) program Cohort #2. CKHA was one of 10 housing authorities across the country to be selected and one of four to be participating in the tiered rent study.
2. Seven (7) graduates from the Family Self-Sufficiency program with an escrow release of \$42,939.90.
3. Implemented electronic rent payment options including automatic bank account withdrawals, debit, and credit card payments.
4. Installed a Voice Over Internet Protocol (VOIP) phone system which provides a uniform telephone system across all CKHA sites and allow for greater flexibility in crisis situations.
5. Applied and awarded \$432,160.00 in grant funding. Awarded grant funds have been used to fund senior services, summer nutrition programs, FSS & Family Service staff, install Wi-Fi at three public housing developments and replace/upgrade carbon monoxide detectors in public housing units.
6. Completed and implemented the staff salary and benefit analysis to update the compensation plan.
7. COVID-19 Response – CKHA has continued to use funds received from HUD to purchase protective equipment, to modify facilities to promote social distancing for staff and resident safety.
8. Implemented plan to issue all Utility Reimbursement Payments (URP) by direct deposit instead of check.

B.4 Violence Against Women Act (VAWA) Goals

Charleston Kanawha Housing Authority (CKHA) seeks to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking through amending program policies, distributing information to increase awareness and to strategically use resources to address permanent housing needs of VAWA families.

In consideration of the Violence Against Women Act (VAWA): CKHA will not deny access to or evict from public housing victims of domestic violence, dating violence, sexual assault, or stalking solely related to their being abused – also encourage property owners renting to families with Section 8 Housing Vouchers to do the same; bifurcate (to divide) the lease to remove a lawful occupant or tenant who engages in criminal acts of violence to family members or others without evicting victimized lawful occupants; honor court orders regarding rights of access or control of the property; maintain victim confidentiality; place offenders on No Trespassing List; and, refer victims to Agencies related to domestic violence. However, this is not to prohibit eviction or termination for other good cause or for an actual and/or imminent threat to other tenants or those employed if the tenant remains. Provide for an emergency transfer policy in accordance with HUD regulations.

In addition, CKHA has made Project-Based Voucher (PBV) assistance available to property owners willing to develop housing to meet the permanent housing needs of victims. In 2019, eight PBV units were placed in service where eligible residents were referred by a local homeless shelter for women of domestic violence.

B.5 Substantial Deviation

Definition of Substantial Deviation or Significant Amendment or Modification of Agency Plan: “Substantial Deviation(s)” from the 5-year Action Plan shall be explained in the Annual Plan for the period in which they occur and shall include:

- any change to rent or admissions policies or organization of the waiting list:
- additions of non-emergency work items when dollar amounts exceed 10% of Capital Fund budget or the amount or replacement reserve funds that exceed 10% of the annual Capital Fund budget.

- and any change about demolition or disposition, designation, homeownership programs or conversion activities.

“Significant Amendment or Modification” of the Annual Plan means:

- any change to rent or admissions policies or organization of the waiting list:
- additions of non-emergency work items when dollar amounts exceed 10% of Capital Fund budget or the amount or replacement reserve funds that exceed 10% of the annual Capital Fund budget.
- and any change about demolition or disposition, designation, homeownership programs or conversion activities.