



# Portage Metropolitan Housing Authority

## Moving to Work 2023 Annual Report

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*The Portage Metropolitan Housing Authority is dedicated to meeting the housing needs of low-income families and individuals of Portage County by developing, managing, and supporting decent, affordable housing in cooperation with community partners.*

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## **SECTION I: INTRODUCTION AND OVERVIEW** **OF MOVING TO WORK (MTW) GOALS**

Portage Metropolitan Housing Authority (PMHA) is located in Portage County, Ohio, a mostly rural county in the midst of Northeast Ohio's metropolitan areas of Cleveland, Akron/Canton, and Warren/Youngstown. The county is home to 161,745 persons and, according to the U.S. Census Bureau QuickFacts statistics for July 2022, 12.4% of Portage County residents live in poverty.

PMHA was organized in 1968 by a group of local businessmen to provide rental assistance to Ravenna residents. Over the years, the remaining portions of Portage County were added to the Housing Authority's jurisdiction.

Presently, PMHA provides subsidized housing to low and moderate-income families and individuals. The agency operates two housing programs: The Public Housing program which consists of 303 units owned and managed by the agency, and the Section 8 program which entails the administration of a monthly subsidy paid to private landlord on behalf of a specific family or individuals. The Section 8 program provides assistance to over 2000 households/units in Portage County, which includes 1609 MTW households.

PMHA is the only Public Housing Authority (PHA) in Ohio that was part of the initial MTW demonstration. PMHA's MTW program began March 15, 1999. PMHA has participated in MTW since its inception. PMHA signed a Standard Agreement in 2008, extending its participation in MTW until the end of its 2018 fiscal year; however, in 2016, PMHA's participation in the demonstration was extended through year 2028.

Throughout its 55+ year history, PMHA has continued to be a proven leader and innovator in affordable housing and has earned the HUD designation of "High-Performer".



### **Board of Commissioners:**

Thomas Sicuro, Board Chairman  
Jean Meadows, Board Vice-Chairman  
Scott Mikula, Commissioner  
John Thomas, Commissioner  
Michael Edwards, Resident Commissioner

### **Executive Director:**

Pamela Nation Calhoun

### **PMHA Executive Leadership Team:**

Amy Bower, Assistant Director  
Mariah Blake, Finance Manager  
Cindy Blevins, Housing Portfolio Manager  
Trevena Kaminski, Section 8 Manager  
Carolyn Budd, Special Programs Manager  
Wes Ransom, Project Manager  
Justin Spear, Asset Maintenance Manager



**Portage Metropolitan Housing Authority established the following short-term MTW goals and objectives for 2023:**

**1. Achieve and Maintain Excellence in Tenant-Based Housing Programs**

- Two (2) households will become new homeowners through the Housing Choice Voucher Homeownership Program in 2023.

*Progress and Accomplishments:*

The Housing Choice Voucher (HCV) Homeownership Program saw one (1) new homeowner during 2023. The housing market has been an extremely competitive seller's market, with very few homes for sale and rising interest rates. HCV homebuyers were often outbid by other non-HCV buyers with higher bids and/or buyers making cash offers. Other sellers did not want to have their homes inspected, which is a requirement for HCV homebuyers, and disqualified their offers. HCV participants who are trying to become homeowners also face the barriers of low income and poor credit history. Due to these obstacles, PMHA's Homeownership Program did not meet its expectations for 2023.

PMHA hosted four (4) homebuyer workshops and two (2) homebuyer-related credit classes in 2023, which helped to connect interested buyers with the resources they needed to make progress toward home purchases. Additionally, PMHA worked with three (3) existing community partners to provide potential HCV homebuyers with credit repair services and homeownership counseling services.

**2. Improve Productivity and Cost Effectiveness**

- Examine opportunities to improve productivity and cost effectiveness through technology.

*Progress and Accomplishments:*

Since 2021, PMHA's Section 8 and Public Housing departments have utilized the Yardi online portal for the electronic processing of annual recertifications, and the online interim recertification process was fully implemented in 2022. The Finance Department and Human Resources are 100% electronic and paperless. The Maintenance Department utilizes an electronic inventory control system. The Public Housing Department utilizes a system of electronic inspections.

The PMHA main office continued the usage of its digital touch-screen bulletin board, which provides an interactive interface for program participants and waiting list applicants to access information instantaneously from the office lobby. PMHA continues to offer programmatic forms on its website, for program participants to access remotely. Additionally, PMHA continued to utilize its online application portal, which has streamlined the waiting list process since 2016.

PMHA uses an online portal for landlords and program participants. The landlord portal allows landlords to view ledgers and inspection results. The tenant portal allows housing programs participants to make electronic payments to PMHA. Additionally, PMHA's Applications Department uses the Yardi Compliance Module to electronically complete all applicant notifications and the processing of all Section 8 and Public Housing applications.

**3. Collaborate with Community Partners to Leverage Resources to Benefit Households Assisted by PMHA and Portage County**

- PMHA will investigate opportunities to develop and manage permanent supportive housing.
- PMHA will investigate methods of inter-agency cooperation that will lessen barriers to assistance for applicants and participants.

*Progress and Accomplishments:*

Inter-agency cooperation and partnerships related to permanent supportive housing, homelessness, and related areas were maintained. However, no new opportunities were forthcoming.

In 2023, PMHA put out one (1) new request for proposals (RFP) for vouchers to be project-based during the plan year. This resulted in the execution of one (1) new project-based contract in 2023, consisting of five (5) SRO units. Additionally, there are two (2) other contracts pending from the 2023 RFP, which will add forty (40) project-based units upon contract execution in 2024.

PMHA remains active and visible in Portage County. Staff members serve on various community committees and advisory boards, and the agency supports events which promote services that benefit the populations served.

**PMHA's long-term vision for the direction of its MTW program, extending through the duration of the MTW Agreement includes:**

- 1. Integrating community services that will assist residents in continual economic improvement leading to either homeownership or private market housing.**

*Progress and Accomplishments:*

As indicated, PMHA partners with three (3) agencies to provide homeownership counseling to Public Housing and Section 8 households interested in becoming homeowners, which resulted in one (1) new homeowner during 2023.

- 2. Providing decent, safe, and affordable housing as a matter of choice among elderly and disabled residents in order to promote aging in place and improvement in quality of life.**

*Progress and Accomplishments:*

Under MTW Activity numbers HCV-9 and PH-14, PMHA eliminated minimum rent for elderly and disabled heads of household. Most elderly and disabled Public Housing residents live in designated units which include paid utilities and thus eliminate a utility allowance for rent calculation. The results are more household money and streamlined rent calculations.

**To accomplish the long-term vision, PMHA will:**

- 1. Streamline the delivery of housing through improvements in efficiency and effectiveness within its own resources offered by the Federal Government.**

*Progress and Accomplishments:*

As mentioned, PMHA implemented a paperless online application process during 2016. This process allows access to the application without having to come to the PMHA office. Additionally, in 2018, PMHA added programmatic forms online to its website, for program participants to access remotely, and these forms are regularly updated. PMHA is in the process of going paperless, with the Finance Department and Human Resources being 100% electronic. The Maintenance Department has implemented electronic inventory control, and in 2020 the Applications Department began using the Yardi Compliance Module to complete all notifications and processing of Section 8 and Public Housing applications. In 2021, both the Section 8 and Public Housing departments began utilizing the Yardi online portal for electronic processing of annual recertifications. Interim recertifications became fully electronic as of December 2022.

- 2. Collaborate with community partners to continue to leverage resources and strengths to improve housing and living conditions within Portage County.**

*Progress and Accomplishments:*

Since 2007, PMHA has received funds from the City of Kent for the implementation of the “Good Neighbor Program” for Kent residents residing in PMHA-owned housing units. The program offers on-site workshops conducted by Kent City police officers and Kent City firefighters. These workshops included discussions on how to report suspected or real criminal incidents, fire prevention and safety, bicycle safety for youth and adults, and health and wellness for all ages. Additionally, a Resident Services staff member provided tips to ensure that residents pass housekeeping inspections. In 2023, the funds allowed for household cleaning and disinfecting supplies, school supplies for children, bicycle helmets, bicycle locks, bicycle reflective lights, and pedometers.

In 2023, PMHA received Section 17 funds awarded by the Portage County Board of Commissioners to replicate the Kent “Good Neighbor Program” activities within Portage County communities outside of the City of Kent. Thus, PMHA expanded the “Good Neighbor Program” to residents living in PMHA-owned housing units in Ravenna, Brimfield, and scattered sites throughout the county.

Through an ongoing partnership with Portage Area Regional Transportation Authority, in 2023 Public Housing households continued to receive a reduced rate for bus passes, which assists with residents’ transportation and self-sufficiency efforts.

Additionally, in 2023, PMHA’s two (2) full-time Social Services Coordinators assisted residents with short-term case management and referrals. The Social Services Coordinators participate in four (4) partner collaborative groups, and partners with fifty-six (56) area programs and agencies that serve to meet resident needs.

### **3. Develop a rent system that:**

- Is easier to administer and understand
- Remains affordable to low-income households
- Provides incentive to work
- Removes systemic incentives for people to remain unemployed.

#### *Progress and Accomplishments:*

In 2015, PMHA implemented MTW Activity number HCV-9 for Section 8 and, in 2018, PMHA implemented MTW Activity PH-14 for Public Housing, as a measure for agency cost savings, staff-time savings, and to decrease the error rate of task execution. Under HCV-9 and PH-14, PMHA calculates total tenant payments and bases rental assistance for all households on a calculation that is 29.6% of gross monthly income and eliminates deductions and allowances for being elderly or disabled, for dependents, and for unreimbursed medical and childcare expenses. The only exception to the 29.6% of monthly gross income is a continuation of a \$50 minimum rent for households who otherwise pay less than \$50 per month.

In 2021, PMHA implemented MTW Activity number B-14 for Section 8 and Public Housing, as a measure for agency cost savings, staff-time savings, and to decrease the error rate of task execution. Under this activity, annual Social Security and SSI Cost-of-Living Adjustments (COLA) that result in an increase in a program participant’s income are not processed until the household’s next annual reexamination effective date. Program participants are not required to report this income to PMHA until the household’s annual reexamination.

In 2023, PMHA implemented MTW Activity number B-15 for Section 8 and Public Housing, as a measure for agency cost savings, staff-time savings, and to decrease the error rate of task execution. Under this activity, Cost-of-Living Adjustments (COLA) to Temporary Assistance for Needy Families (TANF) income, including Ohio Works First

(OWF) and Refugee Cash Assistance, which result in an increase in a program participant's household income, are not processed until the household's next annual reexamination effective date. Program participants are not required to report the COLA income to PMHA until either the household's next annual reexamination or any other event that triggers an interim recertification, whichever occurs first.



## SECTION II: GENERAL HOUSING AUTHORITY OPERATING INFORMATION

### A. HOUSING STOCK INFORMATION

#### i. Actual New Project Based Vouchers

Tenant-based vouchers that the MTW PHA project-based for the first time during the Plan Year. These include only those in which at least an Agreement to enter into a Housing Assistance Payment (AHAP) was in place by the end of the Plan Year. Indicate whether the unit is included in the Rental Assistance Demonstration (RAD).

PROPERTY NAME	NUMBER OF VOUCHERS NEWLY PROJECT-BASED (Planned*)	NUMBER OF VOUCHERS NEWLY PROJECT-BASED (Actual)	STATUS AT END OF PLAN YEAR**	RAD?	DESCRIPTION OF PROJECT
Residential Resources for the Developmentally Challenged, Inc.	0	5	Committed	N/A	Five SRO units for individuals with developmental disabilities
<b>Total:</b> Planned or Actual Newly Project-Based	0	5			

\* Figures in the "Planned" column should match the corresponding Annual MTW Plan.

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

**Please describe differences between the Planned and Actual Number of Vouchers Newly Project-Based:**

There were no planned vouchers to be newly project-based during 2023 as of the time of the writing of PMHA's MTW 2023 Annual Plan. However, due to 49 units being removed from the PBV program as a result of vacancy and, in some cases, deterioration with impending demolition, in August 2023 PMHA put out an RFP to add no more than 100 units to the PBV program. This resulted in the execution of one (1) new project-based contract in 2023, consisting of five (5) SRO units, which were committed but not yet leased as of 12/31/2023. Additionally, there are two (2) other contracts pending from the 2023 RFP, which will add forty (40) new project-based units upon contract execution in 2024.

ii. **Actual Existing Project Based Vouchers**

Tenant-based vouchers that the MTW PHA is currently project-basing in the Plan Year. These include only those in which at least an AHAP was in place by the beginning of the Plan Year. Indicate whether the unit is included in RAD.

PROPERTY NAME	NUMBER OF PROJECT-BASED VOUCHERS (Planned*)	NUMBER OF PROJECT-BASED VOUCHERS (Actual)	STATUS AT END OF PLAN YEAR**	RAD?	DESCRIPTION OF PROJECT
Maple Grove III	6	0	Removed	No	No remaining units in this project
Coleman Professional Services #1	9	8	Leased	No	Eight 1-BR units for disabled individuals
Coleman Professional Services #2	5	4	Leased	No	Four 1-BR units for disabled individuals
Family & Community Services #1	17	17	Leased	No	Sixteen 2-BR units & One 3-BR unit for families
Family & Community Services #2	10	9	Leased	No	Two 1-BR units & Seven 2-BR units for families
Family & Community Services #3	4	3	Leased	No	Three 2-BR units for families
Portage Housing III	3	2	Leased	No	Two 3-BR for families
Prospect House	26	24	Leased	No	Twenty-four 1-BR units for elderly
Family & Community Services #6	2	2	Leased	No	Two 1-BR units for individuals
Family & Community Services #5	2	2	Leased	No	One 2-BR unit & One 3-BR unit for families
Family & Community Services #4	4	3	Leased	No	One studio unit & Two 1-BR units for individuals
Coleman Professional Services #3	6	5	Leased	No	Four 1-BR units & One 2-BR units for persons with disabilities
Streetsboro Family Homes	27	26	Leased	No	Twenty-two 3-BR units & Four 2-BR units for families
Harvest Rose Stage 1	17	17	Leased	No	Seventeen 2-BR units for elderly
Harvest Rose Stage 2	2	2	Leased	No	Two 2-BR units for elderly
Coleman Professional Services #4	10	8	Leased	No	Seven 1-BR units & One 3-BR unit for persons with disabilities
Coleman Professional Services #5	10	10	Leased	No	Ten 1-BR units for individuals with disabilities
Family & Community Services #7	4	4	Leased	No	Four 1-BR units for individuals with disabilities
Harvest Rose #4	2	2	Leased	No	Two 2-BR units for elderly
Coleman Professional Services #6	4	4	Leased	No	Two studio units & Two 1-BR units for disabled individuals

Family & Community Services PARC	23	23	Leased	No	Twenty-three SRO units for individuals with addiction-related disabilities
Family & Community Services Eagle	8	8	Leased	No	Eight 1-BR units for individuals with addiction-related disabilities
Family & Community Services #12	6	6	Leased	No	Six studio units for individuals with addiction-related disabilities
Family & Community Services Kentway	21	4	Leased	No	Four studio units for elderly
Family & Community Services Kentway II	7	3	Leased	No	One studio unit & Two 1-BR units for elderly
Family & Community Services Kentway III	3	0	Removed	No	No remaining units in this project
Coleman Professional Services #7	11	10	Leased	No	Ten 1-BR units for disabled individuals
Residential Resources for the Developmentally Challenged (Brady Lake)	8	7	Leased	No	Seven SRO units disabled individuals
Prospect House #3	8	3	Leased	No	Three 1-BR units for the elderly
The Wilds at Harvest Rose	23	23	Leased	No	Five 1-BR units & Eighteen 2-BR units for elderly
Coleman Professional Services #8	4	4	Leased	No	Three 1-BR units & One 2-BR unit for disabled individuals
Family & Community Services #14	1	1	Leased	No	One 2-BR unit for elderly
Family & Community Services #15	3	3	Leased	No	Three 2-BR units for disabled families
Family & Community Services #16	1	1	Leased	No	One 2-BR unit for families
Residential Resources for the Developmentally Challenged II	0	5	Committed	No	Five SRO units for disabled individuals
<b>Total: Planned and Actual Existing Project-Based</b>	<b>297</b>	<b>253</b>			

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

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

**Please describe differences between the Planned and Actual Existing Number of Vouchers Project-Based:**

Between 2021 and 2022, forty-four (44) units were removed from the PBV program because they were considered vacant for 120 days or more. In 2023, five (5) additional units were removed. In some circumstances, the removed units were unoccupied due to the deteriorated condition of the units and impending demolition. In other circumstances, units were considered vacant of PBV individuals/families because they were occupied by households who were over-income to participate in the PBV program. A slight adjustment was made in a contract name due to an error found by PMHA staff; specifically, Family & Community Services #16 is its own contract and should not have been part of Family & Community Services #15. This has now been corrected in the table above. At the time of the writing of the 2023 Plan, PMHA did not anticipate adding new project-based vouchers. However, in 2023 PMHA discussed ways of addressing voucher utilization and determined that an RFP of no more than 100 new units would be made available. As of the end of 2023, five (5) new SROs were committed.

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

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

**ACTUAL OTHER CHANGES TO MTW HOUSING STOCK IN THE PLAN YEAR**

There were no actual other changes to PMHA’s MTW housing stock in the Plan year. As per the 2023 MTW Annual Plan, PMHA planned to explore the potential purchase of 2 properties to replace the Willow Street units acquired previously by Kent State University. During 2023 and presently, PMHA is still actively looking to purchase replacement property. Due to a seller’s market in PMHA’s area of jurisdiction, locating a property has been challenging.

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

Narrative general description of all actual capital expenditures of MTW funds during the Plan Year.

**GENERAL DESCRIPTION OF ALL ACTUAL CAPITAL EXPENDITURES DURING THE PLAN YEAR**

East Amp OH31000001: Renaissance Vanities, Toilets, Tubs/Surrounds – \$114,877.65; Renaissance Cabinets/Countertops – \$120,000.00; Ravenna Woods Interior Blinds – \$10,000.00; Community Estates Site-wide Internet – \$67,510.00

West Amp OH31000001: Athena Gardens Bath Vanities, toilets, tubs/surrounds – \$106,412.00; Heritage Knolls Roofs – \$77,348.75; Athena Gardens Kitchen Cabinets/countertops – \$100,000.00

**Overview of Other Properties Owned and/or Managed by Portage Metropolitan Housing Authority at 2023 Fiscal Year End:**

Residential Properties:

**Portage Landings, 170 and 221 Spaulding Drive, Kent:** These properties are available to market renters and Section 8 voucher holders.

Commercial Properties:

**219 and 223 West Main Street, Ravenna:** The property located at 219 is currently leased by Catholic Charities, a social service agency serving Portage and Stark Counties. One (1) office space is available for lease in the property located at 223. Two (2) lessees rent all of the remaining office spaces in the property located at 223. One lessee is a for-profit attorney. The second lessee is Stepping Stone Community Services, which offers mental health services. None of the lessees are affiliated with PMHA except through the lease of office space.

**6590 Cleveland Road, Ravenna:** This property is known as the Opportunity Resource Center, which is used by Maplewood Career Center for adult education and financial literacy activities.

**PMHA Administration Building, 2832 State Route 59, Ravenna:** This property is the home for PMHA office and maintenance employees.

**B. LEASING INFORMATION**

**i. Actual Number of Households Served**

Snapshot and unit month information on the number of households the MTW PHA actually served at the end of the Plan Year.

NUMBER OF HOUSEHOLDS SERVED THROUGH:	NUMBER OF UNIT MONTHS OCCUPIED or LEASED* Planned^^	NUMBER OF UNIT MONTHS OCCUPIED or LEASED* Actual	NUMBER OF HOUSEHOLDS SERVED** Planned^^	NUMBER OF HOUSEHOLDS SERVED** Actual
MTW Public Housing Units Leased	3540	3312	295	276
MTW Housing Choice Vouchers (HCV) Utilized	18,168	17,882	1514	1490.17
Local, Non-Traditional: Tenant-Based	0	0	0	0
Local, Non-Traditional: Property-Based	0	0	0	0
Local, Non-Traditional: Homeownership	0	0	0	0
<b>Planned and Actual Totals:</b>	<b>21,708</b>	<b>21,312</b>	<b>1809</b>	<b>1776</b>

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

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

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

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

In 2023, PMHA served fewer households than it had planned. PMHA’s Section 8 voucher holders struggled to locate units with landlords who accepted vouchers, which resulted in a lower Section 8 leasing rate than anticipated for the Plan year. Public Housing unit turnover and planned vacancies for unit renovations at the end of the Plan year resulted in a lower Public Housing leasing rate than anticipated.

LOCAL, NON-TRADITIONAL CATEGORY	MTW ACTIVITY (NAME and NUMBER)	NUMBER OF UNIT MONTHS OCCUPIED or LEASED Planned^^	NUMBER OF UNIT MONTHS OCCUPIED or LEASED Actual	NUMBER OF HOUSEHOLDS SERVED Planned^^	NUMBER OF HOUSEHOLDS SERVED Actual
Tenant-Based	N/A	0	0	0	0
Property-Based	N/A	0	0	0	0
Homeownership	N/A	0	0	0	0
<b>Planned and Actual Totals:</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

HOUSEHOLDS RECEIVING LOCAL, NON-TRADITIONAL SERVICES ONLY	AVERAGE NUMBER OF HOUSEHOLDS PER MONTH	TOTAL NUMBER OF HOUSEHOLDS IN THE PLAN YEAR
PMHA does not provide local, non-traditional services	0	0

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

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

HOUSING PROGRAM	DESCRIPTION OF ACTUAL LEASING ISSUES AND SOLUTIONS
<b>MTW Public Housing</b>	No leasing issues. Leasing rate is projected to increase upon completion of unit renovations.
<b>MTW Housing Choice Voucher</b>	Issue: PMHA’s MTW HCV program is currently under-leased.  Solutions: On August 30, 2023, PMHA hired a Housing Resource Specialist. After extensive training in 2023, the goal is that in 2024 this staff member will serve as the point of contact for voucher holders struggling to locate units, recruit new landlords/properties, and host various events including landlord orientations, educational workshops, and match events. Additionally, she will promote PMHA’s landlord incentives and the landlord referral program, as well as improve marketing strategies and overall outreach.
<b>Local, Non-Traditional</b>	Not applicable

**C. WAITING LIST INFORMATION**

**i. Actual Waiting List Information**

Snapshot information on the actual status of MTW waiting lists at the end of the Plan Year. The “Description” column should detail the structure of the waiting list and the population(s) served.

WAITING LIST NAME	DESCRIPTION	NUMBER OF HOUSEHOLDS ON WAITING LIST	WAITING LIST OPEN, PARTIALLY OPEN OR CLOSED	WAS THE WAITING LIST OPENED DURING THE PLAN YEAR
Section 8 MTW Waiting List	Community-wide voucher waiting list for Section 8 MTW program and Mainstream programs	3863	Closed on 12/31/2023	Yes
Public Housing MTW Waiting List	Community-wide waiting list for Public Housing units	3146	Open	Yes
Scattered Site Public Housing Transfer Request Waiting List	Current Public Housing residents who may qualify for PMHA's MTW scattered site transfer activity (Activity PH-15)	41	Open	Yes

**Please describe any duplication of applicants across waiting lists:**

In 2023, applicants could apply for either or both MTW waiting lists. Applicants may appear on both waiting lists simultaneously.

**ii. Actual Changes to Waiting List in the Plan Year**

Please describe any actual changes to the organizational structure or policies of the waiting list(s), including any opening or closing of a waiting list, during the Plan Year.

WAITING LIST NAME	DESCRIPTION OF ACTUAL CHANGES TO WAITING LIST
Section 8 MTW Waiting List	This waiting list closed on 12/31/2023, due to there being more applicants on the list than can be assisted in the near future.

**D. INFORMATION ON STATUTORY OBJECTIVES AND REQUIREMENTS**

**i. 75% of Families Assisted Are Very Low Income**

HUD will verify compliance with the statutory requirement that at least 75% of the households assisted by the MTW PHA are very low income for MTW public housing units and MTW HCVs through HUD systems. The MTW PHA should provide data for the actual families housed upon admission during the PHA's Plan Year reported in the "Local, Non-Traditional: Tenant-Based"; "Local, Non-Traditional: Property-Based"; and "Local, Non-Traditional: Homeownership" categories. Do not include households reported in the "Local, Non-Traditional Services Only" category.

INCOME LEVEL	NUMBER OF LOCAL, NON-TRADITIONAL HOUSEHOLDS ADMITTED IN THE PLAN YEAR
80%-50% Area Median Income	0
49%-30% Area Median Income	0
Below 30% Area Median Income	0
<b>Total Local, Non-Traditional Households Admitted</b>	<b>0</b>

**ii. Maintain Comparable Mix**

HUD will verify compliance with the statutory requirement that MTW PHAs continue to serve a comparable mix of families by family size by first assessing a baseline mix of family sizes served by the MTW PHA prior to entry into the MTW demonstration (or the closest date with available data) and compare that to the current mix of family sizes served during the Plan Year.

**BASELINE MIX OF FAMILY SIZES SERVED (upon entry to MTW)**

FAMILY SIZE	OCCUPIED PUBLIC HOUSING UNITS	UTILIZED HCVs	NON-MTW ADJUSTMENTS*	BASELINE MIX NUMBER	BASELINE MIX PERCENTAGE
1 Person	90	168	0	258	23%
2 Person	69	260	0	329	29%
3 Person	63	195	0	258	23%
4 Person	44	121	0	165	15%
5 Person	18	59	0	77	7%
6+ Person	13	22	0	35	3%
<b>TOTAL</b>	<b>297</b>	<b>825</b>	<b>0</b>	<b>1122</b>	<b>100%</b>

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

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

There were no Non-MTW Adjustments given above.

**MIX OF FAMILY SIZES SERVED (in Plan Year)**

FAMILY SIZE	BASELINE MIX PERCENTAGE**	NUMBER OF HOUSEHOLDS SERVED IN PLAN YEAR^	PERCENTAGE OF HOUSEHOLDS SERVED IN PLAN YEAR^^	PERCENTAGE CHANGE FROM BASELINE YEAR TO CURRENT PLAN YEAR
1 Person	23%	807	45.7%	+22.7%
2 Person	29%	362	20.5%	-8.5%
3 Person	23%	300	16.98%	-6.02%
4 Person	15%	186	10.53%	-4.47%
5 Person	7%	71	4.02%	-2.98%
6+ Person	3%	40	2.27%	-0.73%
<b>TOTAL</b>	<b>100%</b>	<b>1776</b>	<b>100%</b>	<b>0%</b>

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

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

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



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

In December 2015, PMHA ended its preference policies for admission, with the exception being Veteran status. In September 2022, PMHA adopted additions to the local preference policy to include Public Housing transfers, military service, re-entry referrals, and landlord referrals. This had minimal impact Mix of Family Sizes Served in 2023. For the majority of selected applicants (i.e., those without a preference), the Mix of Family Sizes Served was on a first-come, first-served basis (i.e., date/time selection rather than multiple preferences). As a result, more 1-person households have been served than at the inception of PMHA’s participation in MTW.

Additionally, over the past several years, Portage County has seen an increase in housing units and housing choices for older adults and persons with disabilities. Thus, it has become easier for these populations to locate and select housing units in-county. This has resulted a significant increase in housing 1-member households in the past 6 years, thereby accounting for PMHA’s Mix of Family Sizes served to reflect a significant increase in 1-person families and smaller households since the original baseline. Please note, the percentage changes between Plan Years over the past several years has remained consistent: less than 5% variance in any family size categories from 2016 through present, with the exception of 1-person households.

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

Number of households, across MTW activities, that were transitioned to the MTW PHA’s local definition of self-sufficiency during the Plan Year.

MTW ACTIVITY (NAME and NUMBER)	NUMBER OF HOUSEHOLDS TRANSITIONED TO SELF SUFFICIENCY*	MTW PHA LOCAL DEFINITION OF SELF-SUFFICIENCY
PH-4: Change in Employment Income, and PH-14: Elimination of Deductions in TTP Calculations	146	Public Housing households with wage income
HCV-9: Elimination of Deductions in TTP Calculations	592	Section 8 (HCV) households with wage income
Section 8 Family Self-Sufficiency Program	53	Section 8 FSS participant households
Homeownership Program	37	Homeownership Program participant households
	48	<b><i>(Households Duplicated Across MTW Activities)</i></b>
	780	<b>Total Households Transitioned to Self-Sufficiency</b>

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

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

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

## SECTION IV: APPROVED MTW ACTIVITIES

### A. Implemented Activities

#### HOUSING CHOICE VOUCHER PROGRAM

**HCV-1      Restrict portability moves out of Portage County for the Housing Choice Voucher Program**

Plan Year Approved: 2009

Implemented: 2010

Amended: N/A

**Description:** PMHA approves portability only to housing authorities who absorb the incoming family or administer Fair Market Rents at or below the amounts applicable to Portage County, Ohio. This restriction does not apply to portability moves from Portage County that are justified under laws and regulations applicable to the federal Violence Against Women Act and support reasonable accommodations for disability.

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$300 per household	\$150 per household	\$43 per household	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceed the benchmark
	6 hours per household	2 hours per household	2 hours per household	Benchmark met

**Impact/Update:** This activity is a part of the port-out process for Housing Choice Voucher participants who are seeking to move to communities where payment standards exceed those of

PMHA, as a means of reducing impact on budget resources caused by portability moves outside of Ohio to high-rent communities where the receiving Housing Authority may not absorb the incoming participant. In 2023, all except three (3) participating households either: A) ported to housing authorities who absorbed the incoming families or administer Fair Market Rents at or below the amounts applicable to Portage County, or B) ported to a higher billing housing authority under reasonable accommodations for disability.

***For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:*** Not applicable

***Challenges in achieving benchmarks and possible strategies:*** None. This MTW activity is on schedule and benchmarks have traditionally been met or exceeded.

***Actual significant changes:*** None

***Actual non-significant changes:*** None

***Actual changes to metrics/data collection:*** None

**HCV-2      MTW Homeownership Voucher Program**

Plan Year Approved: 1999

Implemented: 2000

Amended: 2010

***Description:*** PMHA identifies families with homeownership as one of their goals, screens the family for eligibility, provides the family with referrals to organizations that assist in overcoming barriers to homeownership, and provides a homeownership assistance payment to the mortgage obligations of participants who purchase a home under the program. PMHA continues to expand the MTW homeownership program on an ongoing basis.

In 2010, this activity was amended to include households who are presently homeowners and under foreclosure to receive assistance with resolving issues with bank/mortgage companies seeking foreclosure.

<b>HC#6: Increase in Homeownership Opportunities</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households that purchased a home as a result of the activity (increase)	Number of households that purchased a home prior to implementation of the activity. This number may be zero.	Expected number of households that purchased a home after implementation of the activity (number)	Actual number of households that purchased a home after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0 households per year	2 households per year	1 household in 2023	Benchmark unmet

<b>HC#7: Households Assisted by Services that Increase Housing Choice</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase housing choice (increase)	Households receiving foreclosure prevention services prior to implementation of the activity. This number may be zero.	Expected number of households receiving foreclosure prevention services after implementation of the activity (number)	Actual number of households receiving foreclosure prevention services after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0 households per year	1 household per year	0 households in 2023	Benchmark unmet

**Impact/Update:** The PMHA Housing Choice Voucher Homeownership Program has been assisting, at a minimum, 20 households per year since its implementation. Over the course of 22 years, a total of 77 households achieved homeownership. It should be noted that, during 2023, there were no requests for foreclosure prevention services.

In reviewing the program and the homeownership requirements established by HUD, the PMHA homeownership program probably does not need MTW authorization to operate. However, a slight provision under MTW provides a preference to maintain the program for Public Housing residents who wish to become homeowners. Public Housing residents with higher incomes are invited to participate in the homeownership program. If enrolled in the program, assistance is provided to obtain homeownership. Currently, 24 Public Housing residents are pursuing homeownership through PMHA’s Homeownership program. Services offered through community partnerships include first time homeownership education classes and credit repair services, which are the first steps to the achievement of homeownership.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** Not applicable

**Challenges in achieving benchmarks and possible strategies:** Historically, this MTW activity has been on schedule and benchmarks have been met or exceeded over the course of 22 years. In 2023, the housing market was an extremely competitive seller's market, with limited numbers of homes for sale, and rising interest rates. HCV homebuyers were often outbid by other non-HCV buyers with higher bids and/or buyers making cash offers. Other sellers did not want to have their homes inspected, which is a requirement for HCV homebuyers, and disqualified their offers. HCV participants who are trying to become homeowners also face the barriers of low income and poor credit history. Due to these obstacles, PMHA's Homeownership Program did not meet its expectations for 2023. No requests for foreclosure prevention services were received in 2023; however, this was expected, as there are other resources in the community that provide emergency mortgage financial assistance.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**HCV-3      Initial rent burden cap of 50% of adjusted monthly income**

Plan Year Approved: 1999

Implemented: 2000

Amended: 2014, 2017

**Description:** PMHA offers HCV participants to utilize an initial rent burden of 50% of household monthly income as an effort to maximize housing choice and maintain a level of affordability.

During 2014, PMHA implemented an increased Initial Rent Burden Cap of 70% of household monthly income in an effort to assist in increasing housing choices for families who desired to use a greater share of income for housing.

During 2017, PMHA planned to re-implement the original MTW initial rent burden cap of 50% of household monthly income; however, due to programmatic delays, this feature was not re-implemented until January 1, 2018. The return to the initial 50% rent burden cap was due to the negative impact on Section 8 participants. Difficulties with paying higher rent resulted in hardship and/or loss of housing for participants.

<b>HC#1: Additional Units of Housing Made Available</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of new housing units made available to households at or below 80% AMI as a result of this activity	Households able to move to a better unit and/or neighborhood of opportunity prior to implementation of the activity (number)	Expected number of new housing units made available to households at or below 80% AMI as a result of this activity	Actual number of new housing units made available to households at or below 80% AMI as a result of this activity (number)	Outcome meets or exceed the benchmark
	0	15 new housing units	46 new housing units	Benchmark met

<b>HC#5: Increase in Resident Mobility</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Households able to move to a better unit and/or neighborhood of opportunity prior to implementation of the activity (number).	Expected households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Actual increase in households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Outcome meets or exceed the benchmark
	0	15 households	46 (18%) of 256 households	Benchmark met

**Impact/Update:** This activity allowed for greater housing choice. Households participating were willing to adjust their family expenditures to reflect desires for housing over other wants and needs.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** Not applicable

**Challenges in achieving benchmarks and possible strategies:** The MTW activity is on schedule, and baselines and benchmarks have been exceeded.

**Actual significant changes:** Not applicable

**Actual non-significant changes:** Not applicable

**Actual changes to metrics/data collection:** No change was made

**HCV-4      Project-Based Voucher Program to assist non-profits and developers to increase housing choices for low-income households**

Plan Year Approved: 1999  
 Implemented: 2002  
 Amended: 2009, 2019 (additional authorizations granted)

**Description:** PMHA operates a project-based voucher program under a different set of rules and regulations than those provided for under the standard HUD rules for project-based vouchers. PMHA uses waivers from the original and current HCV guidelines to assist developers to build or rehabilitate properties for the use of homeless, disabled, or other families in need of supportive services.

In 2009, PMHA was granted additional authorizations for the project-based voucher program. PMHA has continued to offer project-based Section 8 assistance to nonprofit organizations and developers to build or rehabilitate properties, in order to increase the supply of rental units available to assist special needs populations in obtaining suitable housing.

In 2019, PMHA was granted authorization to allow for changes to be made to the terms of the project-based Agreements to enter into Housing Assistance Payments (AHAP) contracts for newly constructed or rehabilitated housing, after the AHAPs have already been signed, contingent upon agreement by the project owner and PMHA.

<b>HC#1: Additional Units of Housing Made Available</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of new housing units made available for households (homeless, disabled or others in need of social services) at or below 80% AMI as a result of the activity (increase).	Housing units of this type prior to implementation of the activity (number).	Expected housing units of this type after implementation of the activity (number)	Actual housing units of this type after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	270	253	Benchmark unmet

**Impact/Update:** MTW authorizations and waivers have allowed this locally designed program to remain responsive to potential new projects by local housing developers and foster additional purchase and rehab of existing real estate by those entities. In 2021 and 2022, 44 units were removed from the PBV program because they were considered vacant for 120 days or more. In some circumstances, the removed units were unoccupied due to the deteriorated condition of the units and impending demolition. In other circumstances, units were considered vacant of PBV individuals/families because they were occupied by households who were over-income to participate in the PBV program.



In August 2023, PMHA put out an RFP to add up to 100 units to the PBV program. This resulted in the execution of one (1) new project-based contract in 2023, consisting of five (5) SRO units, which were committed but not yet leased as of 12/31/2023. Additionally, there are two (2) other contracts pending from the 2023 RFP, which will add forty (40) new project-based units upon contract execution in 2024.

***For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:*** Not applicable

***Challenges in achieving benchmarks and possible strategies:*** Benchmark was unmet in 2023; however, this MTW activity has historically been on schedule. Benchmarks are expected to be achieved in 2024.

***Actual significant changes:*** None

***Actual non-significant changes:*** None

***Actual changes to metrics/data collection:*** None

**HCV-5 Alternative Housing Quality Standards Compliance**

Refer to Section D. - Closed Out Activities

**HCV-6 Time Limits for Housing Choice Voucher Participants**

Refer to Section D. - Closed Out Activities

**HCV-7 Capped Utility Reimbursement Checks**

Refer to Section D. - Closed Out Activities

**HCV-8 Transitional Housing Vouchers**

Refer to Section D. - Closed Out Activities

**HCV-9 Elimination of Deductions in Total Tenant Payment Calculations**

Plan Year Approved: 2014  
Implemented: 2015  
Amended: N/A

**Description:** PMHA calculates total tenant payments and bases Housing Choice Voucher assistance for all households on a calculation that is 29.6% of gross monthly income and eliminates deductions and allowances for being elderly or disabled, for dependents, and for unreimbursed medical and childcare expenses. The only exception to the 29.6% of monthly gross income is a continuation of a \$50 minimum rent for households who would otherwise pay less than \$50 per month.

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$527 average subsidy per unit per month	\$509 average subsidy per unit per month	\$672 average subsidy per unit per month	Benchmark unmet

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceed the benchmark
	5 hours or 300 minutes per household	60 minutes per household	60 minutes per household	Benchmark met

<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	90%	2% error rate	14% error rate	Benchmark unmet

<b>CE#5: Increase in Agency Rental Revenue</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rent revenue in dollars	Rental revenue prior to implementation of the activity	Expected rent revenue after implementation of the activity	Actual rental revenue after implementation of the activity	Outcome meets or exceed the benchmark
	\$0	\$0	\$0	Not applicable to HCV program

<b>SS#1: Increase in Household Income</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy after implementation of the activity (in dollars)	Actual average earned income of households affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$9,500	\$9,800	\$21,650	Benchmark met

<b>SS#2: Increase in Household Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average savings/escrow amount of households affected by this policy in dollars (increase)	Average savings/escrow amount of households affected by this policy prior to implementation of the activity (in dollars)	Expected average savings/escrow amount of households affected by this policy after implementation of the activity (in dollars)	Actual average savings/escrow amount of households affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$140	\$250	\$1206	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Full-time	Heads(s) of households Employed Full Time prior to implementation of the activity (number)	Expected Heads(s) of households Employed Full Time after implementation of the activity (number)	Actual Heads(s) of households Employed Full Time after implementation of the activity (number)	Outcome meets or exceed the benchmark
	319	350	346	Benchmark unmet
Employed Full-time	Percentage of total work-able households Employed Full Time prior to implementation of the activity (percentage)	Expected percentage of total work-able households Employed Full Time after implementation of the activity (percentage)	Actual percentage of total work-able households Employed Full Time after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	22%	25%	50%	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Part-time	Heads(s) of households Employed Part-Time prior to implementation of the activity (number)	Expected Heads(s) of households Employed Part-Time after implementation of the activity (number)	Actual Heads(s) of households Employed Part-Time after implementation of the activity (number)	Outcome meets or exceed the benchmark
	212	265	246	Benchmark unmet
Employed Part-time	Percentage of total work-able households Employed Part-Time prior to implementation of the activity (percentage)	Expected percentage of total work-able households Employed Part-Time after implementation of the activity (percentage)	Actual percentage of total work-able households Employed Part-Time after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	15%	19%	36%	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in an Educational Program	Heads(s) of households enrolled in an educational program prior to implementation of the activity (number)	Expected Heads(s) of households enrolled in an educational program after implementation of the activity (number)	Actual Heads(s) of households enrolled in an educational program after implementation of the activity (number)	Outcome meets or exceed the benchmark
	N/A	N/A	N/A	PMHA does not verify education program enrollment
Enrolled in an Educational Program	Percentage of total work-able households enrolled in an educational program prior to implementation of the activity (percentage)	Expected percentage of total work-able households enrolled in an educational program after implementation of the activity (percentage)	Actual percentage of total work-able households enrolled in an educational program after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	N/A	N/A	N/A	PMHA does not verify education program enrollment

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in a Job Training Program	Heads(s) of households enrolled in a job training program prior to implementation of the activity (number)	Expected Heads(s) of households enrolled in a job training program after implementation of the activity (number)	Actual Heads(s) of households enrolled in a job training program after implementation of the activity (number)	Outcome meets or exceed the benchmark
	N/A	N/A	N/A	PMHA does not verify enrollment in job training program
Enrolled in a job Training Program	Percentage of total work-able households enrolled in a job training program prior to implementation of the activity (percentage)	Expected percentage of total work-able households enrolled in a job training program after implementation of the activity (percentage)	Actual percentage of total work-able households enrolled in a job training program after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	N/A	N/A	N/A	PMHA does not verify enrollment in job training

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Unemployed	Heads(s) of households unemployed prior to implementation of the activity (number)	Expected Heads(s) of households unemployed after implementation of the activity (number)	Actual Heads(s) of households unemployed after implementation of the activity (number)	Outcome meets or exceed the benchmark
	15	12	4	Benchmark met
Unemployed	Percentage of total work-able households unemployed prior to implementation of the activity (percentage)	Expected percentage of total work-able households unemployed after implementation of the activity (percentage)	Actual percentage of total work-able households unemployed after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	20%	15%	1%	Benchmark met

<b>SS#4: Households Removed from TANF</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving TANF assistance (decrease)	Households receiving TANF assistance prior to implementation (number)	Expected number of households receiving TANF assistance after implementation of the activity (number)	Actual households receiving TANF assistance after implementation of the activity (number)	Outcome meets or exceed the benchmark
	30	20	35	Benchmark unmet

<b>SS#5: Households Assisted by Services that Increase Self-Sufficiency</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase self-sufficiency (increase)	Households receiving self-sufficiency services prior to implementation of the activity (number)	Expected number of households receiving self-sufficiency services after implementation of the activity (number)	Actual number of households receiving self-sufficiency services after implementation of the activity (number)	Outcome meets or exceed the benchmark
	0	357	634	Benchmark met

<b>SS#8: Households Transitioned to Self-Sufficiency</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioning to self-sufficiency prior to implementation of the activity (number)	Expected households transitioning to self-sufficiency after implementation of the activity (number)	Actual number of households transitioning to self-sufficiency after implementation of the activity (number)	Outcome meets or exceed the benchmark
	531	600	592	Benchmark unmet

**Impact/Update:** The elimination of deductions streamlines the rent calculation process by reducing the need for verifications and lessening the potential for errors.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** No hardship requests were received.

**Challenges in achieving benchmarks and possible strategies:** Some baselines and benchmarks, such as average monthly Section 8 subsidy per unit, are based on 2014-15 analysis of costs, and it is expected that there will be higher overall rental costs and thus higher overall subsidies over the course of time as housing costs in general increase.

Another factor impacting this feature is the revision to the waitlist which removed a work priority for non-elderly/disabled households. As a result, more applicants are housed on a first come/first serve basis. This practice has resulted in housing fewer work-able households, thus not meeting benchmarks for employment status.

Average error rate remains above 2% due to staffing changes which resulted in new staff members being hired for recertification processing. The error rate improved from 2022 to 2023 with ongoing departmental support and staff development training. Additionally, most quality control reviews are conducted on the work of new staff members, who typically make more errors than experienced staff members.

Baseline, benchmarks, etc. will be reviewed and revised, if needed, during 2024. Overall, this MTW activity is performing as expected given the circumstances described in the prior paragraphs and is on schedule.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**HCV-10**      **Biennial Reviews for Non-Elderly/Non-Disabled Households:**

Refer to Section C. – Activities on Hold.

**HCV-11**      **Permit Households at \$0 HAP to Self-Certify Income**

Refer to Section D. - Closed Out Activities

**HCV-12**      **Use Lesser of Actual Unit Size or Unit Size of Voucher Issued for Utility Allowances**

Refer to Section D. - Closed-Out Activities

**HCV-13**      **Extend the \$0 HAP Period to 12 Months**

Plan Year Approved: 2014

Implemented: 2014

Amended: N/A

**Description:** PMHA extends the period of time that a \$0 HAP family may be considered a Housing Choice Voucher participant household from 6 months to up to 12 months.



The impact of this activity asserts that families may be either reluctant to attain \$0 HAP status or, when notified that they are at \$0 HAP, they take measures that reduce their income so as to begin receiving HAP assistance again. By increasing the period allowed for \$0 HAP, PMHA expects to see more families achieve \$0 HAP and to exit the program at \$0 HAP rather than to return to HAP payment status. For those who achieve \$0 HAP status through employment, the extended period allows a safety net to the household as they adjust to paying market rents without assistance and stabilize themselves in their new employment situation.

<b>SS#1: Increase in Household Income</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy after implementation of the activity (in dollars)	Actual average earned income of households affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark Note: This activity is not expected to affect household income
	\$30,000	\$30,000	\$39,608 average for all \$0-HAP households, and \$46,386 average for work able \$0-HAP households only	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Full-time	Heads(s) of households Employed Full Time prior to implementation of the activity (number)	Expected Heads(s) of households Employed Full Time after implementation of the activity (number)	Actual Heads(s) of households Employed Full Time after implementation of the activity (number)	Outcome meets or exceed the benchmark
	12	11	30	Benchmark met
Employed Full-time	Percentage of work-able households Employed Full Time prior to implementation of the activity (percentage)	Expected percentage of work-able households Employed Full Time after implementation of the activity (percentage)	Actual percentage of total work-abled households Employed Full Time after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	100%	92%	100%	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Part-time	Heads(s) of households Employed Part-Time prior to implementation of the activity (number)	Expected Heads(s) of households Employed Part-Time after implementation of the activity (number)	Actual Heads(s) of households Employed Part-Time after implementation of the activity (number)	Outcome meets or exceed the benchmark
	1	1	0	Benchmark unmet
Employed Part-time	Percentage of work-able households Employed Part-Time prior to implementation of the activity (percentage)	Expected percentage of work-able households Employed Part-Time after implementation of the activity (percentage)	Actual percentage of total work-abled households Employed Part-Time after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	8%	8%	0%	Benchmark unmet

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in an Educational Program	Heads(s) of households enrolled in an educational program prior to implementation of the activity (number)	Expected Heads(s) of households enrolled in an educational program after implementation of the activity (number)	Actual Heads(s) of households enrolled in an educational program after implementation of the activity (number)	Outcome meets or exceed the benchmark
	N/A	N/A	N/A	PMHA does not verify education program enrollment
Enrolled in an Educational Program	Percentage of work-able households Enrolled in an Educational Program prior to implementation of the activity (percentage)	Expected percentage of work-able households Enrolled in an Educational Program after implementation of the activity (percentage)	Actual percentage of total work-abled households Enrolled in an Educational Program after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	N/A	N/A	N/A	PMHA does not verify education program enrollment

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in a Job Training Program	Heads(s) of households enrolled in a job training program prior to implementation of the activity (number)	Expected Heads(s) of households enrolled in a job training program after implementation of the activity (number)	Actual Heads(s) of households enrolled in a job training program after implementation of the activity (number)	Outcome meets or exceed the benchmark
	N/A	N/A	N/A	PMHA does not verify enrollment in job training programs
Enrolled in a Job Training Program	Percentage of work-able households Enrolled in a job training program prior to implementation of the activity (percentage)	Expected percentage of work-able households Enrolled in a job training program after implementation of the activity (percentage)	Actual percentage of total work-abled households Enrolled in a job training program after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	N/A	N/A	N/A	PMHA does not verify enrollment in job training programs

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Unemployed	Heads(s) of households unemployed prior to implementation of the activity (number)	Expected Heads(s) of households unemployed after implementation of the activity (number)	Actual Heads(s) of households unemployed after implementation of the activity (number)	Outcome meets or exceed the benchmark
	0	0	0	Benchmark met
Unemployed	Heads(s) of households unemployed prior to implementation of the activity (percentage)	Expected Heads(s) of households unemployed after implementation of the activity (percentage)	Actual Heads(s) of households unemployed after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	0%	0%	0%	Benchmark met

<b>SS#4: Households Removed from Temporary Assistance for Needy Families</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving TANF assistance (decrease)	Households receiving TANF prior to implementation of the activity (number)	Expected number of households receiving TANF after implementation of the activity (number)	Actual households receiving TANF after implementation of the activity (number)	Outcome meets or exceed the benchmark
	5	2	0	Benchmark met

<b>SS#6: Reducing Per Unit Subsidy Costs for Participating Households</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average amount of Section 8 and/or 9 subsidy per household affected by this policy in dollars (decrease)	Average subsidy per household affected by this policy prior to implementation of the activity (in dollars)	Expected average subsidy per household affected by this policy after implementation of the activity (in dollars)	Actual average subsidy per household affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$0	\$0	\$0	Benchmark met  Note: Households participating do not receive subsidy.

<b>SS#7: Increase in Agency Rental Revenue</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
PHA rental revenue in dollars (increase)	PHA rental revenue prior to implementation of the activity (in dollars)	Expected PHA rental revenue after implementation of the activity (in dollars)	Actual PHA rental revenue after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$0	\$0	\$0	Benchmark met

<b>SS#8: Households Transitioned to Self-Sufficiency</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioned to self-sufficiency	Expected households transitioned to self-sufficiency	Actual households transitioned to self-sufficiency	Outcome meets or exceed the benchmark
	12	12	38	Benchmark met

**Impact/Update:** \$0 HAP households remain on the program an additional 6 months, for a total of 12 months. This additional time provides a safety net to continue working and build confidence in the ability to remain employed and maintain housing without subsidy. This feature has also

seen households without employment income become \$0 HAP due to a combination of other income sources within each household.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** No requests for hardship were received.

**Challenges in achieving benchmarks and possible strategies:** The MTW activity is on schedule. It is important to note that some \$0 HAP households have more than one income source, thus wage income alone is not always the reason a household becomes \$0 HAP. Many households have income combinations that include wages, child support, pensions, and/or Social Security income for one or more household members. It is beneficial to consider total household income, due to multiple-income source households, when evaluating effectiveness of this policy.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**HCV-14      Permit Decreases in Payment Standards at Next Scheduled Verification**

Refer to Section B. - Not Yet Implemented Activities

**HCV-15      Change the Allocation of Interest Earned for the Housing Choice Voucher Family Self-Sufficiency Program**

Plan Year Approved: 2014

Implemented: 2015

Amended: N/A

**Description:** PMHA no longer applies escrow credits for interest earned on funds deposited for the Housing Choice Voucher Family Self-Sufficiency Program. These funds will be made available for ongoing HAP needs for the Housing Choice Voucher Program as a whole. PMHA expects that the impact of this activity will provide minimal additional revenue to the Housing Choice Voucher funds and have minimal staff time savings each year.

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task prior to implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$700 annually	\$0 annually	\$0 annually	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of total staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceed the benchmark
	12 hours annually	0 hours annually	0 hours annually	Benchmark met

**Impact/Update:** This activity eliminates interest on HCV FSS escrow credits, with minimal negative impact on FSS participants, while saving staff time and providing minimal agency cost savings.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** No requests for hardship were received.

**Challenges in achieving benchmarks and possible strategies:** The MTW activity is on schedule and outcomes are as expected.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**HCV-16      Section 8 Landlord Incentive Program**

Plan Year Approved: 2019

Implemented: 2019

Amended: 2022

**Description:** In 2019, this activity was proposed as “Incentive for New Landlords”. PMHA provided new landlords a one-time additional incentive Housing Assistance Payment (HAP) of \$200.00 upon the execution of a HAP contract for a tenant-based HCV participant. A new landlord was defined as a landlord who has not rented to a voucher holder within the past two (2) years.

It was found that this incentive was not adequate and thus the activity underperformed. This activity was amended and repropoed in PMHA’s MTW 2022 Annual Plan.

Since 2022, PMHA has offered the following four (4) incentives:

1. New Landlords Incentive- PMHA offers a one-time incentive HAP payment of \$1,000.00 to new landlords, upon the execution of a new HAP contract for an MTW tenant-based HCV participant. A “new landlord” is defined as a landlord who has not rented to a tenant-based voucher participant within the past twelve (12) months. The landlord is not eligible for the \$1,000.00 incentive HAP payment if the contract is executed for a transfer of units with the same landlord, or if the contract is executed due to a lease renewal or change. Additionally, properties owned or managed by PMHA or any other PHA are ineligible for this incentive.
2. Existing Landlords Incentive- PMHA offers a one-time \$500.00 incentive HAP payment to existing landlords who execute a new HAP contract for an MTW tenant-based HCV participant. An “existing landlord” is defined as a landlord who has rented to a tenant-based voucher participant at any time within the past twelve (12) months. The landlord is not eligible for the \$500.00 incentive HAP payment if the contract is executed for a transfer of units with the same landlord, or if the contract is executed due to a lease renewal or change. Additionally, properties owned or managed by PMHA or any other PHA are ineligible for this incentive HAP payment.
3. Rent Affordability Incentive- PMHA offers a one-time rent affordability payment when rent must be negotiated down in order for the unit to be affordable for the MTW tenant-based voucher participant. “Affordable” is defined as an initial rent burden of no more than 50% of the household’s monthly income. The rent affordability payment would be equal to the amount the proposed monthly rent is reduced by to make it affordable and allow the voucher holder to qualify, multiplied by 12.
4. Limited Damage Claim Incentive- PMHA offers a limited damage claim not to exceed one month’s contract rent to owner in cases where an MTW tenant-based voucher participant’s tenancy ends and there is tenant-caused damage to the unit that exceeds the security deposit collected by the owner. The damage claim must be verified by a special inspection conducted by a PMHA HQS inspector. The special inspection is required to be conducted within 30 calendar days of the MTW tenant-based HCV participant’s move-out date.

<b>HCV#5: Increase in Resident Mobility</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Households able to move to a better unit and/or neighborhood of opportunity prior to the implementation of this activity (number)	Expected households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Actual households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Outcome meets or exceed the benchmark
	0	15	51	Benchmark met
Improve voucher success rate	Average voucher success rate prior to implementation of activity (percentage)	Expected average voucher success rate prior to implementation of activity (percentage)	Actual average voucher success rate after implementation of activity (percentage)	Outcome meets or exceed the benchmark
	68%	73%	73%	Benchmark met

**Impact/Update:** The purpose of this activity is to encourage landlords, who are on the fence about renting to an HCV participant versus a market rate renter, to take a chance on renting to the HCV participant, without the incentive being cost-detrimental to PMHA. In 2023, fifty-one (51) households were able to improve their living situation through this activity.

In 2023, the New Landlord Incentive was utilized thirty-one (31) times, the Existing Landlord Incentive was utilized one hundred eight-five (185) times, the Rent Affordability Incentive was utilized fifty-one (51) times, and the Limited Damage Claim Incentive was utilized thirteen (13) times.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** No requests for hardship were received.

**Challenges in achieving benchmarks and possible strategies:** PMHA conducted five (5) landlord orientations and workshops in 2023, with a total attendance of 31 landlords. Those in attendance indicated that the landlord incentives offered by PMHA positively impact their decision to rent to voucher holders. This MTW activity is on schedule and performing above expectations.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None



**HCV-17      Protecting Tenants Living in Foreclosed Rental Properties**

Refer to Section B. - Not Yet Implemented Activities.

**PUBLIC HOUSING PROGRAM**

**PH-1      Escalating Minimum Rent**

Refer to Section D. - Closed Out Activities

**PH-2      Maximum Rent**

Plan Year Approved: 2009

Implemented: 2009

Amended: N/A

**Description:** This activity allows for rents set at less than 30% of adjusted monthly income. Maximum rents are \$465 per month for 1- and 2-bedroom units, and \$490 per month for 3- and 4-bedroom units, regardless of household income. Income reverifications follow the guidelines set forth in Activity B-13: Self-Certification as Highest Form of Income Verification. Households have no time limit for ceiling rents.

<b><i>SS#1: Increase in Household Income</i></b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy after implementation of the activity (in dollars)	Actual average earned income of households affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$0	\$25,000	\$33,685	Benchmark met

<b><i>SS#4: Households Removed from Temporary Assistance for Needy Families (TANF)</i></b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving TANF assistance (decrease)	Households receiving TANF prior to implementation of the activity (number)	Expected number of households receiving TANF after implementation of the activity (number)	Actual households receiving TANF after implementation of the activity (number)	Outcome meets or exceed the benchmark
	22	10	7	Benchmark met

<b>SS#7: Increase in Agency Rent Revenue</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
PHA rental revenue in dollars (increase)	PHA rental revenue prior to implementation of the activity (dollars)	Expected PHA rental revenue after implementation of the activity (dollars)	Actual PHA rental revenue after implementation of the activity (dollars)	Outcome meets or exceed the benchmark
	\$33,899 per month	\$37,899 per month	\$69,695 per month	Benchmark met

<b>SS#8: Households Transitioned to Self-Sufficiency</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioned to self-sufficiency prior to implementation of the activity (number)	Expected households transitioned to self-sufficiency after implementation of the activity (number)	Actual households transitioned to self-sufficiency after implementation of the activity (number)	Outcome meets or exceed the benchmark
	0	27	146	Benchmark met

**Impact/Update:** The Maximum Rent feature offers rent relief to households who attain better employment and/or increase their income, capping their rents at levels designed to encourage long-term residents, resident asset accumulation, and provide greater stability to PMHA Public Housing developments.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** No requests for hardship were received.

**Challenges in achieving benchmarks and possible strategies:** Historically, benchmarks have been achieved, and this MTW activity is considered to be on schedule.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**PH-3      Elderly and Disabled Rent Re-certifications Biennially**

Refer to Section D. – Closed Out Activities

**PH-4      Change in Employment Income**

Plan Year Approved: 2008

Implemented: 2012

Amended: N/A

**Description:** Change in employment income resulting in an increase in annual income of any amount is not processed until the next annual re-certification. However, residents are expected to report changes.

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	Number of residents with wage income increases: 41 residents x 3 hours x \$18.50 (hourly rate)= \$2276	53 residents x 1 hour x \$18.00 (2019 hourly rate)= \$954	35 residents x 1 hour x \$22.88 (current hourly rate)= \$801	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	41 residents x 3 hours= 123 hours	53 residents x 1 hour= 53 hours	35 residents x 1 hour= 35 hours	Benchmark met

<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	3%	0%	30% (based on a QC review of 22 files)	Benchmark unmet

<b>CE#5: Increase in Agency Rent Revenue</b>				
Unit of Measurement	Baseline	Benchmark	Outcomes	Benchmark Achieved?
Rent revenue in dollars (increase)	Rent revenue prior to implementation of the activity (in dollars)	Expected rent revenue after implementation of the activity (in dollars)	Actual rent revenue after implementation of the activity (dollars)	Outcome meets or exceeds the benchmark
	\$36,865 monthly rent (December)	\$35,000 monthly rent (December)	\$47,350 monthly rent (December)	Benchmark met

<b>SS#1: Increase in Household Income</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy after implementation of the activity (in dollars)	Actual average earned income of households affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$14,683	\$20,000	\$26,004	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Full-Time	Head(s) of Households Employed Full-Time prior to implementation of the activity (number)	Expected head(s) of Households Employed Full-Time after implementation of the activity (number)	Actual Head(s) of Households Employed Full-Time after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	72	72	95	Benchmark met
Employed Full-Time	Head(s) of Households Employed Full-Time prior to implementation of the activity (percentage)	Expected head(s) of Households Employed Full-Time after implementation of the activity (percentage)	Actual Head(s) of Households Employed Full-Time after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	60%	60%	65%	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Part-Time	Head(s) of Households Employed Part-Time prior to implementation of the activity (number)	Expected head(s) of Households Employed Part-Time after implementation of the activity (number)	Actual Head(s) of Households Employed Part-Time after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	48	48	51	Benchmark met
Employed Part-Time	Head(s) of Households Employed Part-Time prior to implementation of the activity (percentage)	Expected head(s) of Households Employed Part-Time after implementation of the activity (percentage)	Actual Head(s) of Households Employed Part-Time after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
Percentage	40%	40%	35%	Benchmark unmet

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in an Education Program	Head(s) Households of Enrolled in an Education Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in an Education Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in an Education Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	N/A	N/A	N/A	PH does not document enrollment in an education program
Enrolled in an Education Program	Head(s) Households of Enrolled in an Education Program prior to implementation of the activity (percentage)	Expected head(s) of Households Enrolled in an Education Program after implementation of the activity (percentage)	Actual Head(s) of Households Enrolled in an Education Program after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	N/A	N/A	N/A	PH does not document enrollment in an education program

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in a Job Training Program	Head(s) of Households Enrolled in a Job Training Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	N/A	N/A	N/A	PH does not document enrollment in a job training program
Enrolled in a Job Training Program	Head(s) of Households Enrolled in a Job Training Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	N/A	N/A	N/A	PH does not document enrollment in a job training program

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Unemployed	Head(s) of Households unemployed prior to implementation of the activity (number)	Expected head(s) of Households unemployed after implementation of the activity (number)	Actual Head(s) of Households unemployed after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	103	97	48	Benchmark met
Unemployed	Head(s) of Households unemployed prior to implementation of the activity (percentage)	Expected head(s) of Households unemployed after implementation of the activity (percentage)	Actual Head(s) of Households unemployed after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	47%	40%	17%	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Other	Head(s) Households in other category prior to implementation of the activity (number)	Expected head(s) of Households in other category after implementation of the activity (number)	Actual Head(s) of Households in other category after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	0	0	Benchmark met
Other	Head(s) Households in other category prior to implementation of the activity (percentage)	Expected head(s) of Households in other category after implementation of the activity (percentage)	Actual Head(s) of Households in other category after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	0%	0%	0%	Benchmark met

<b>SS#4: Households Removed from Temporary Assistance for Needy Families (TANF)</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving TANF assistance (decrease)	Households receiving TANF prior to implementation of the activity (number)	Expected number of households receiving TANF after implementation of the activity (number)	Actual households receiving TANF after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	11	9	7	Benchmark met

<b>SS#8: Households Transitioned to Self-Sufficiency</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioned to self-sufficiency prior to implementation of the activity (number)	Expected households transitioned to self-sufficiency after implementation of the activity (number)	Actual households transitioned to self-sufficiency after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	110	120	146	Benchmark met

**Impact/Update:** This activity reduces typical time spent on re-certifications and has no negative impact on monthly rent revenues. It should be noted that family households move to and from Public Housing throughout the year. Typically, families leaving Public Housing are higher-income households with more earned income than families moving into Public Housing. Thus, the increase in full-time and part-time employment appears to be minimal.

Average error rate is above 2% due to staffing changes and staff training needs, coupled with minimal QC file reviews being completed in 2023. This is expected to improve with ongoing departmental support and staff development training.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** No requests for hardship were received.

**Challenges in achieving benchmarks and possible strategies:** Historically, baselines and benchmarks have been met or close to being met, and the activity is on schedule.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**PH-5      Rent Adjustment for Income Decreases**

Plan Year Approved: 2009

Implemented: 2009

Amended: N/A

**Description:** Decreases in income of less than \$1,000 or lasting less than 30 days will not be processed until the next annual re-certification.

This rent reform activity is seldom used. However, PMHA implemented this activity as a cost-savings feature. This activity does not give incentives to households to achieve self-sufficiency.

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	3 hours x \$18.00 (2019 hourly rate) per 13 recertification= \$702	2 residents x 0 hours x \$18.00 (2019 hourly rate)= \$0	0 residents x 0 hours x \$22.88 (current hourly rate)= \$0	Benchmark met



<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	3 hours per re-certification x 13 residents= 39 hours	0 hours	0 hours	Benchmark met

<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	3%	0%	0%	Benchmark met

**Impact/Update:** This activity was unused during 2023. Activity B-13 allows for self-certification of income, which sped up the income verification process, and PMHA's rent simplification activities may render this activity unnecessary in the future.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** There were no hardship requests since the implementation of this activity.

**Challenges in achieving benchmarks and possible strategies:** This MTW activity is on schedule and has consistently met its benchmarks.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

## **PH-6      Overall Percentage of Income Amounts for Rent Calculations**

Refer to Section D. - Closed Out Activities

**PH-7**      **Eliminate Allowance for Non-Reimbursed Childcare Expenses and Replace with 4% Overall percentage of earned income**

Refer to Section D. - Closed Out Activities

**PH-8**      **Deduction for Elderly or Disabled Adults**

Refer to Section D. – Closed Out Activities

**PH-9**      **Providing Transitional Housing**

Refer to Section D. - Closed Out Activities

**PH-10**      **PMHA to Operate Two Group Homes as Public Housing**

Plan Year Approved: 2009

Implemented: 2009

Amended: N/A

**Description:** PMHA operates two group homes as Public Housing.

1. **Walnut House**, located in the city of Ravenna, houses people with severe mental illnesses, in partnership with Coleman Health Services. Coleman Health Services provides on-site services to residents, including mental health services, daily living skills, and transportation. This property has 13 units of housing.
2. **Washington Group Home**, located in Ravenna Township, has a capacity for 8-10 individuals to reside in a supportive group home environment. PMHA has a partnership with Family and Community Services, Inc. to lease the building for the purposes of providing housing and services to men who are addressing alcohol and drug addiction issues. Family and Community Services, Inc. provides residents with comprehensive services to facilitate a successful transition back into community living. The program is well-received in the community.

This project was finalized in 2013. Residents are not entered into PIC due to the nature of the specific population served. Family and Community Services, Inc. screens and selects eligible candidates for this program, known as Root House. Thus, Standard HUD Metrics do not apply.

**Impact/Update:** This MTW activity remains on schedule.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** Not applicable.

**Challenges in achieving benchmarks and possible strategies:** None. This MTW activity is on schedule.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**PH-11**      **Deduction for Absent Child**

Refer to Section D. - Closed out Activities.

**PH-12**      **Cap on Dependent Child Deduction**

Refer to Section D. - Closed out Activities.

**PH-13**      **Residents Paying Ceiling Rents May Self-Certify Income**

Refer to Section D. - Closed out Activities.

**PH-14**      **Elimination of Deductions in Total Tenant Payment Calculations**

Plan Year Approved: 2018

Implemented: 2018

Amended: N/A

**Description:** PMHA calculates total tenant payments and bases Public Housing assistance for all households on a calculation that is 29.6% of gross monthly income and eliminates deductions and allowances for being elderly or disabled, for dependents, and for unreimbursed medical and childcare expenses. The only exception to the 30% of monthly gross income is a continuation of a \$50 minimum rent for households who otherwise pay less than \$50 per month. This activity reduces the HAP expense.

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task prior to implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	295 households x 3 hrs. x \$18.00 (2019 hourly rate) = \$16,373 per year	295 households x 1 hr. x \$22.88 (current hourly rate) = \$6750 per year	276 households x 1 hr. x \$22.88 (current hourly rate) = \$6315 per year	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceed the benchmark
	3 hours or 295 households = 885 hours annually	1 hour per 295 households = 295 hours annually	1 hour per 276 households = 276 hours annually	Benchmark met

<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	23%	5% error rate	30% (based on a QC review of 22 files)	Benchmark unmet

<b>CE#5: Increase in Agency Rental Revenue</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rent revenue in dollars	Rental revenue prior to implementation of the activity	Expected rent revenue after implementation of the activity	Actual rental revenue after implementation of the activity	Outcome meets or exceed the benchmark
	\$61,600	\$107,200	\$69,695	Benchmark unmet

<b>SS#1: Increase in Household Income</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy after implementation of the activity (in dollars)	Actual average earned income of households affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$18,900	\$18,900	\$26,004	Benchmark met

<b>SS#2: Increase in Household Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average savings/escrow amount of households affected by this policy in dollars (increase)	Average savings/escrow amount of households affected by this policy prior to implementation of the activity (in dollars)	Expected average savings/escrow amount of households affected by this policy after implementation of the activity (in dollars)	Actual average savings/escrow amount of households affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$798	\$798	\$1342	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Full-time	Heads(s) of households Employed Full Time prior to implementation of the activity (number)	Expected Heads(s) of households Employed Full Time after implementation of the activity (number)	Actual Heads(s) of households Employed Full Time after implementation of the activity (number)	Outcome meets or exceed the benchmark
	87	87	95	Benchmark met
Employed Full-time	Heads(s) of households Employed Full Time prior to implementation of the activity (percentage)	Expected Heads(s) of households Employed Full Time after implementation of the activity (percentage)	Actual Heads(s) of work-abled households Employed Full Time after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	45%	45%	65%	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Part-time	Heads(s) of households Employed Part-Time prior to implementation of the activity (number)	Expected Heads(s) of households Employed Part-Time after implementation of the activity (number)	Actual Heads(s) of households Employed Part-Time after implementation of the activity (number)	Outcome meets or exceed the benchmark
	55	55	51	Benchmark unmet
Employed Part-time	Heads(s) of households Employed Part-Time prior to implementation of the activity (percentage)	Expected Heads(s) of households Employed Part-Time after implementation of the activity (percentage)	Actual Heads(s) of work-abled households Employed Part-Time after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	28%	28%	35%	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Unemployed	Head(s) of households unemployed prior to implementation of the activity (number)	Expected Head(s) of households unemployed after implementation of the activity (number)	Actual Head(s) of households unemployed after implementation of the activity (number)	Outcome meets or exceed the benchmark
	71	71	48	Benchmark met
Unemployed	Head(s) of households unemployed prior to implementation of the activity (percentage)	Expected Head(s) of households unemployed after implementation of the activity (percentage)	Actual Head(s) of households unemployed after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	26%	26%	17%	Benchmark met

<b>SS#4: Households Removed from TANF</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving TANF assistance (decrease)	Households receiving TANF assistance prior to implementation (number)	Expected number of households receiving TANF assistance after implementation of the activity (number)	Actual households receiving TANF assistance after implementation of the activity (number)	Outcome meets or exceed the benchmark
	5	5	7	Benchmark unmet

<b>SS#5: Households Assisted by Services that Increase Self-Sufficiency</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase self-sufficiency (increase)	Households receiving self-sufficiency services prior to implementation of the activity (number)	Expected number of households receiving self-sufficiency services after implementation of the activity (number)	Actual number of households receiving self-sufficiency services after implementation of the activity (number)	Outcome meets or exceed the benchmark
	149	149	276	Benchmark met

<b>SS#8: Households Transitioned to Self-Sufficiency</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioning to self-sufficiency prior to implementation of the activity (number)	Expected households transitioning to self-sufficiency after implementation of the activity (number)	Actual number of households transitioning to self-sufficiency after implementation of the activity (number)	Outcome meets or exceed the benchmark
	142	142	146	Benchmark met

**Impact/Update:** The elimination of deductions streamlines the rent calculation process by reducing the need for verifications and lessening the potential for errors.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** No hardship requests were received.

**Challenges in achieving benchmarks and possible strategies:** One factor impacting this feature is that the waitlist does not have a work priority for non-elderly/disabled and working households. As a result, applicants are housed on a first come/first serve basis. This practice has resulted in housing fewer work-able households and an increase in households that receive TANF.

PMHA did not foresee this activity having an impact of self-sufficiency overall; thus, unmet benchmarks are not surprising, as it was expected that benchmarks and outcomes would be similar, with slight variance due to the overturn of residents throughout the year.

Baseline, benchmarks, etc. will be reviewed and revised, if needed, during 2024. Overall, this MTW activity is performing as expected and is on schedule.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**PH-15      Scattered Site Transfers**

Plan Year Approved: 2020

Implemented: 2020

Amended: N/A

**Description:** PMHA fills vacancies in Public Housing scattered single family and duplex units by offering unit transfers to select current Public Housing families based on their household size and positive rental histories with PMHA. These desirable scattered site units are offered to select families who are eligible for the bedroom size of the unit available and who meet specific rental history criteria, including being a Public Housing resident for at least twelve (12) months, having zero (0) housekeeping violations for twelve (12) months, having zero (0) substantiated neighbor complaints for twenty-four (24) months, and having a timely rent payment history for twelve (12) months. This activity results in reducing costs by saving on damage repairs, move-out costs, and staff time incurred to turn over the units between tenancies.

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$6479 total annual costs	\$1210 total annual costs	\$853 total annual costs	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	252.75 hours annually	62.1 hours annually	41.97 hours in 2023	Benchmark met

**Impact/Update:** The objective of this activity is to reduce costs and achieve greater cost effectiveness, and the impact of this activity is that revenue will increase. In 2020, three (3) households transferred into scattered site units under this activity. In 2021 there were 0 (zero) household transfers into scattered site units, although five (5) duplex units became available during that year. In 2022 there were eight (8) household transfers into scatter units, with a total of eleven (11) units that became available during the year. In 2023 there were three (3) household transfers into scatter units, with a total of six (6) units that became available during the year.



**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** There is no recognition of hardship for this policy.

**Challenges in achieving benchmarks and possible strategies:** This MTW activity is on schedule and meets baselines and benchmarks for staff time savings and agency costs savings. This feature was successful during 2023 because two (2) of the three (3) transfers were to single family homes. The majority of applicants on the waiting list prefer single family homes instead of a duplex unit.

A challenge is that filling the scattered units can take more time for some, but not all, depending on the location of the unit and/or the size of the bedrooms. Location factors include the neighborhood being perceived as undesirable or the unit is in a more rural area, i.e., not on a bus route, as well as not having easy access to employment opportunities, grocery stores, medical facilities, and benefits offices.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

## **BOTH HOUSING VOUCHER & PUBLIC HOUSING PROGRAMS**

### **B-1      Exclusions of Overtime, Bonuses, and Income from Assets**

Plan Year Approved: 1999

Implemented: 2000

Amended: 2012

**Description:** To promote the accumulation of assets, PMHA excludes income from overtime and bonuses, as well as interest from bank assets such as checking and savings accounts and certificates of deposit.

This activity was modified in 2012 for the Public Housing program to exclude income from “new” employment until annual re-certification. For reporting purposes this exclusion is reflected along with income from overtime and bonuses.

## Public Housing Program

<b>SS#2 Increase in Household Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcomes	Benchmark Achieved
Average amount of savings of households affected by this policy in dollars (increases) <b>From Wage Exclusions (includes overtime, bonuses, and income from wage increases)</b>	Average savings amount of households affected by this policy prior to implementation of the activity <b>From Wage Exclusions (includes overtime, bonuses, and income from wage increases)</b>	Expected average savings amount of households affected by this policy after implementation of the activity (in dollars) <b>From Wage Exclusions (includes overtime, bonuses, and income from wage increases)</b>	Actual average savings amount of households affected by this policy after implementation of the activity (in dollars) <b>From Wage Exclusions (includes overtime, bonuses, and income from wage increases)</b>	Outcome meets or exceeds the benchmark
	\$5,000	\$5,000	35 households Average- \$16,842	Benchmark met
Average amount of savings of households affected by this policy in dollars (increases) <b>From Income from Bank Assets</b>	Average savings amount of households affected by this policy prior to implementation of the activity <b>From Income from Bank Assets</b>	Expected average savings amount of households affected by this policy after implementation of the activity (in dollars) <b>From Income from Bank Assets</b>	Actual average savings amount of households affected by this policy after implementation of the activity (in dollars) <b>From Income from Bank Assets</b>	Outcome meets or exceeds the benchmark
	\$500	\$500	152 households Average- \$1342	Benchmark met

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total Cost of task in dollars (decrease) <b>From Wage Exclusions (includes overtime, bonuses, and income from wage increases)</b>	Cost of task prior to implementation of the activity (in dollars) <b>From Wage Exclusions (includes overtime, bonuses, and income from wage increases)</b>	Expected cost of task after implementation of the activity (in dollars) <b>From Wage Exclusions (includes overtime, bonuses, and income from wage increases)</b>	Actual cost of task after implementation of the activity (in dollars) <b>From Wage Exclusions (includes overtime, bonuses, and income from wage increases)</b>	Outcome meets or exceeds the benchmark
	\$54 per resident  20 residents x 3 hours x \$17.93 (hourly rate)= \$1076	\$54 per resident  20 residents x 3 hours x \$17.93 (hourly rate)= \$1076	\$46 per resident  35 residents x 2 hours x \$22.88 (current hourly rate)= \$1602	Benchmark met
Total Cost of task in dollars (decrease) <b>From Income from Bank Assets</b>	Cost of task prior to implementation of the activity (in dollars) <b>From Income from Bank Assets</b>	Expected cost of task after implementation of the activity (in dollars) <b>From Income from Bank Assets</b>	Actual cost of task after implementation of the activity (in dollars) <b>From Income from Bank Assets</b>	Outcome meets or exceeds the benchmark <b>From Wage Exclusions</b>
	\$54 per resident  50 residents x 3 hours x \$17.93 (hourly rate)= \$2690	\$54 per resident  50 residents x 3 hours x \$17.93 (hourly rate)= \$2690	\$46 per resident  152 residents x 2 hours x \$22.88 (current hourly rate)= \$6956	Benchmark met

### **Housing Choice Voucher Program**

<b>SS#2 Increase in Household Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcomes	Benchmark Achieved
Average amount of savings of households affected by this policy in dollars (increases) <b>From Income from Bank Assets</b>	Average savings amount of households affected by this policy prior to implementation of the activity <b>From Income from Bank Assets</b>	Expected average savings amount of households affected by this policy after implementation of the activity (in dollars) <b>From Income from Bank Assets</b>	Actual average savings amount of households affected by this policy after implementation of the activity (in dollars) <b>From Income from Bank Assets</b>	Outcome meets or exceeds the benchmark
	\$200	\$200	788 households Average- \$1206	Benchmark met

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total Cost of task in dollars (decrease) <b>From Income from Bank Assets</b>	Cost of task prior to implementation of the activity (in dollars) <b>From Income from Bank Assets</b>	Expected cost of task after implementation of the activity (in dollars) <b>From Income from Bank Assets</b>	Actual cost of task after implementation of the activity (in dollars) <b>From Income from Bank Assets</b>	Outcome meets or exceeds the benchmark From Wage Exclusions
	\$47 per resident  500 residents x 3 hours x \$15.64 (hourly rate)= \$23,460	\$47 per resident  500 residents x 3 hours x \$15.64 (hourly rate)= \$23,460	\$43 per resident  788 Households x 2 hours x \$21.56 (current hourly rate)= \$33,979	Benchmark met

**Impact/Update:** This activity promotes the accumulation of assets. The amounts of excluded income from these sources generally have a small impact on rent revenue; however, it has simplified some aspects of rent calculations, as it relates to bank assets and as an alternative to the earned income disallowance.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** Not applicable.

**Challenges in achieving benchmarks and possible strategies:** This activity is on schedule. Historically, baselines and benchmarks have been met or exceeded.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**B-2**            **Cap on dependent child deduction**

Refer to Section D. - Closed Out Activities.

**B-3**            **Utility Allowance Payments are used to repay participant debts owed to the Housing Authority**

Plan Year Approved: 2009  
Implemented: 2010  
Amended: N/A

**Description:** PMHA withholds utility allowance payments from households who owe PMHA money, to be used to repay those debts. Once the tenant account is returned to zero balance, the utility allowance payments resume.

**Public Housing and Housing Choice Voucher Programs**

<b>CE#4: Increase in Resources Leveraged</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Amount of funds leveraged in dollars (increase)	Amount leveraged prior to implementation of the activity (in dollars). This number may be zero.	Expected amount leveraged after implementation of the activity (in dollars)	Actual amount leveraged after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$0	\$5300	49 households repaid \$9427	Benchmark met

**Impact/Update:** This activity has been useful in reducing the administrative burden of sending utility allowance payments to the same households that PMHA is pursuing collection actions against for the repayment of debts owed to the Housing Authority.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** There have been no hardship requests since the implementation of this activity.

**Challenges in achieving benchmarks and possible strategies:** This MTW activity is on schedule. Benchmarks have been met or exceeded since its implementation.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**B-4 Pro-ration of the utility allowance schedule up to the percentage of pro-ration of funding as established by HUD due to appropriations**

Plan Year Approved: 2009

Implemented: 2014 for Public Housing Program only

Refer to Section B. Not Yet Implemented Activities for HCV Program.

Amended: N/A

**Description:** To offer an additional tool to deal with reductions in HUD subsidy for Public Housing or Housing Choice Vouchers, PMHA has authority to reduce utility allowance payments

to address funding shortfalls. This feature was not utilized in 2017 through 2023 due to no benefit to the residents and minimal benefit to the agency as compared to administrative burden.

**Public Housing Program**

<b>CE#4: Increase in Resources Leveraged</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Amount of funds leveraged in dollars (increase)	Amount leveraged prior to implementation of the activity (in dollars). This number may be zero.	Expected amount leveraged after implementation of the activity (in dollars)	Actual amount leveraged after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$0	\$31,116	\$0	Benchmark unmet

**Impact/Update:** Historically, this activity has provided a minimal reduction on the impact of HUD funding decreases by decreasing expenses. However, this activity provides no benefits to the residents and may put them at risk for utility shut offs. This activity was not utilized in 2023.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** No hardship requests were received.

**Challenges in achieving benchmarks and possible strategies:** This activity was not utilized in 2017-2023 for Public Housing. A reimplementation date has not been determined.

While PMHA reserves the right to pro-rate the utility allowance schedule for Housing Choice Vouchers in response to pro-rated funding from appropriations by Congress to HUD, an implementation date for the HCV program has not been determined.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**B-5            Single Fund Budget Flexibility**

Refer to Section D. - Closed Out Activities.

**B-6            Income verifications conducted for approved government programs may be substituted for PMHA income verifications if performed within the previous 90 days**

Refer to Section D. - Closed Out Activities.

**B-7                    Employment and education deductions**

Refer to Section D. - Closed Out Activities.

**B-8                    Adoption of Local Investment Policies**

Refer to Section B. - Not Yet Implemented Activities.

**B-9                    Verifications of Income Valid for 180 Days**

Plan Year Approved: 2014

Implemented: 2014

Amended: N/A

**Description:** PMHA extends the length of time for verified application data to be considered valid to 180 days. This activity reduces costs and achieves greater cost effectiveness in Federal expenditures. It also reduces the amount of duplicative work caused by various factors in validating all needed information provided at the time of a completed application and processing from the wait list.

***Public Housing Program***

<b>CE#1: Agency Costs Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	1 hour per household x \$18.00 x 5 households= \$90	0 hours per household x \$18.00 x 5 households= \$0	0 hours per household x \$22.88 x 50 households= \$0	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved
Total time to complete the task in staff hours (decrease)	Total amount of time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of time dedicated to the task after implementation of the activity (in hours)	Actual amount of time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	1 hour per household x 5 households= 5 hours	0 hour per household x 5 households= 0 hours	0 hours per household x 51 households= 0 hours	Benchmark met

## **Housing Choice Voucher Program**

<b>CE#1: Agency Costs Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	1 hour per household x \$15.38 x 1017 households= \$15,641	0 hours per household x \$15.38 x 1243 households= \$0	0 hours per household x \$21.56 x 277 households= \$0	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of time dedicated to the task after implementation of the activity (in hours)	Actual amount of time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	1 hour per household x 5 households= 5 hours	0 hours per household x 5 households= 0 hours	0 hours per household x 277 households= 0 hours	Benchmark met

**Impact/Update:** During 2023, 51 Public Housing and 277 HCV applicant households were impacted by this feature, which saved staff time and agency costs.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** No hardship requests were made.

**Challenges in achieving benchmarks and possible strategies:** This MTW activity is on schedule, and baselines and benchmarks have been met.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

### **B-10      Eliminate All Excluded Income from the Income Verification Process**

Refer to Section C. – Activities on Hold.



**B-11            Elderly and Disabled Rent Recertification Every Three Years**

Refer to Section C. – Activities on Hold.

**B-12            Re-Entry Initiative**

Plan Year Approved: 2020  
 Implemented: 2021  
 Amended: N/A

**Description:** This activity provides housing assistance to up to 150 eligible participants who were incarcerated, involved in drug court and/or court-ordered diversion programs, and/or released from in-patient treatment within the past twelve (12) months, and are seeking affordable housing upon re-entry into the community. The goal of this activity is to provide an immediate impact for offenders coming out of prison and/or treatment facilities, who need housing and supportive services, and who would otherwise be left homeless and without services needed for successful reintegration into the community.

All eligible participants must be referred to PMHA by its re-entry program partner, Portage County Adult Probation, and are either reuniting with a qualifying family member currently participating in PMHA’s Section 8 program or Public Housing Program, or referred to PMHA for a Section 8 MTW tenant-based voucher under the re-entry program, or referred to PMHA for an emergency short-term stay of approximately 30 days at a dedicated PMHA-owned non-Public Housing unit (or a PMHA-owned Public Housing unit, should this be more feasible) while seeking permanent housing through the program’s Section 8 MTW tenant-based voucher option, or an applicant on the PMHA Section 8 waiting list who otherwise would be denied for criminal activity, but who is currently involved with Portage County Adult Probation, meets all eligibility requirements for the program when he/she is selected for processing (in the existing waiting list order), and is recommended for participation in the program by Portage County Adult Probation.

***Public Housing and Housing Choice Voucher Programs***

<b>HC#5: Increase in Resident Mobility</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Households able to move to a better unit and/or neighborhood of opportunity prior to the implementation of this activity (number)	Expected households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Actual households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	10 per year	8 in 2023	Benchmark unmet

<b>SS#1: Increase in Household Income</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Actual average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	0	\$9800 per year	\$13,782 in 2023	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Full-time	Heads(s) of households Employed Full Time prior to implementation of the activity (number)	Expected Heads(s) of households Employed Full Time after implementation of the activity (number)	Actual Heads(s) of households Employed Full Time after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	2 per year	2 in 2023	Benchmark met
Employed Full-time	Percentage of total work-able households Employed Full Time prior to implementation of the activity (percentage)	Expected percentage of total work-able households Employed Full Time after implementation of the activity (percentage)	Actual percentage of total work-able households Employed Full Time after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	0%	20% per year	50% in 2023	Benchmark met
Employed Part-time	Heads(s) of households Employed Part Time prior to implementation of the activity (number)	Expected Heads(s) of households Employed Part Time after implementation of the activity (number)	Actual Heads(s) of households Employed Part Time after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	2 per year	0 in 2023	Benchmark unmet
Employed Part-time	Percentage of total work-able households Employed Part Time prior to implementation of the activity (percentage)	Expected percentage of total work-able households Employed Part Time after implementation of the activity (percentage)	Actual percentage of total work-able households Employed Part Time after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	0%	20% in the 1 <sup>st</sup> year	0% in 2023	Benchmark unmet

<b>SS#5: Households Assisted by Services that Increase Self-Sufficiency</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase self-sufficiency (increase)	Households receiving self-sufficiency services prior to implementation of the activity (number)	Expected number of households receiving self-sufficiency services after implementation of the activity (number)	Actual number of households receiving self-sufficiency services after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	5 per year	8 in 2023	Benchmark met

<b>SS#8: Households Transitioned to Self-Sufficiency</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioning to self-sufficiency prior to implementation of the activity (number)	Expected households transitioning to self-sufficiency after implementation of the activity (number)	Actual households transitioning to self-sufficiency after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	4 per year	2 in 2023	Benchmark unmet

**Impact/Update:** The objective of this activity is to assist individuals who are seeking to re-enter into the community, by providing affordable housing coupled with supportive services, thereby providing the individuals an opportunity for successful reintegration into the community. In 2023, there were twelve (12) vouchers issued to individuals referred by Portage County Adult Probation. There were eight (8) individuals who utilized the emergency short-term stay unit.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** Not Applicable.

**Challenges in achieving benchmarks and possible strategies:** This activity is not yet on schedule, but continued improvements of outcomes are as expected in 2024. The biggest obstacle once a voucher is issued to a participant is that the re-entry participants struggle to find a landlord who is willing to work with them and take a chance on them as a tenant. Under activity HCV-16, which provides incentives for landlords, PMHA is actively working to create better opportunities for voucher holders to successfully locate landlords who are willing to lease them a unit. To date, several landlords have provided positive responses to the landlord incentives and express that it may sway them to rent to a voucher holder, including those involved with re-entry.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**B-13      Self-Certification as Highest Form of Income Verification**

Plan Year Approved: 2021

Implemented: 2022 for reexaminations only in HCV and Public Housing

Amended: 2021

**Description:** PMHA waives the requirement to use the HUD system of income verification hierarchy when verifying certain types of income and allows PMHA to consider self-certification as the highest form of income verification for annual and interim reexaminations in both the HCV and Public Housing programs. The self-certification is obtained verbally or in written format from the program participant, and PMHA staff uses the self-certification, cross-checked with the EIV income report, to determine the dollar amount of a participant’s income for rent calculation purposes.

In March 2021, PMHA amended this activity to allow PMHA to waive the requirement to use the HUD system of income verification hierarchy described by Notice PIH 2018-18 when verifying all types of income and allows PMHA to forgo third-party income verification requirements, except for the use of EIV. This activity allows PMHA to use self-certification to serve as the highest form of income verification for all types of income, to process new admissions and to process annual and interim reexaminations in both the HCV and Public Housing programs.

In 2022 and 2023, PMHA opted to use this activity for reexaminations only, but not for new admissions. This decision was made to ensure applicants were income-eligible at admission.

***Public Housing Program***

<b><i>CE#1: Agency Cost Savings</i></b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$20,153 for reexams  (1124 hours x \$17.93 avg. pay rate)	\$5943 for reexams  (281 hours x \$21.15 avg. pay rate)	\$7013 for reexams  (306.5 hours x \$22.88 avg. pay rate)	Benchmark unmet

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	1124 hours annually for reexams  (2 hours per reexam for verifications x 562 reexams)	281 hours annually for reexams  (0.5 hours per reexam for verifications x 562 reexams)	306.5 hours annually for reexams  (0.5 hours per reexam for verifications x 613 reexams)	Benchmark unmet

<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Expected average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	5% for reexams	2% for reexams	11% for reexams	Benchmark unmet

### **Housing Choice Voucher Program**

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$106,571 for reexams  (6814 hours x \$15.64 avg. pay rate)	\$36,636 for reexams  (1704 hours x \$21.50 avg. pay rate)	\$29,774 for reexams  (1381 hours x \$21.56 avg. pay rate)	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	6814 hours annually for reexams  (2 hours per reexam for verifications x 3407 reexams)	1704 hours annually for reexams  (0.5 hours per reexam for verifications x 3407 reexams)	1381 hours annually for reexams  (0.5 hours per reexam for verification x 2762 reexams)	Benchmark met

<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Expected average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	5% for reexams	2% for reexams	8% for reexams	Benchmark unmet

**Impact/Update:** This activity reduced agency costs and achieved staff time savings in 2023. A reduction in average error rate was not achieved due to staffing changes, which resulted in new staff members being hired for recertification processing.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** Not applicable.

**Challenges in achieving benchmarks and possible strategies:** This MTW activity has been mostly on schedule since its implementation. The average error rate improved between 2022 to 2023, and it is expected to continue to improve with ongoing departmental support and staff development training. Additionally, in 2023, most quality control reviews were conducted on the work of new staff members, who typically make more errors than experienced staff members.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**B-14****Change in Social Security and Supplemental Security Income (SSI) Processing**

Plan Year Approved: 2021

Implemented: 2021

Amended: N/A

**Description:** Annual Social Security and SSI Cost-of-Living Adjustments (COLA) that result in an increase in a program participant's income are not processed until the household's next annual reexamination effective date. Program participants are not required to report this income to PMHA until the household's annual reexamination. This activity is not used for HCV and Public Housing program applicants who are processing for initial eligibility, or for other circumstances where eligibility for a new HCV voucher is required (i.e., unit changes).

**Public Housing Program**

<b>CE#1: Agency Costs Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$1,566  (87 hours x \$18.00 avg. pay rate)	\$0  (0 hours x \$18.00 avg. pay rate)	\$0  (0 hours x \$22.88 current pay rate)	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved
Total time to complete the task in staff hours (decrease)	Total amount of time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of time dedicated to the task after implementation of the activity (in hours)	Actual amount of time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	87 hours annually  (0.75 hours per household x 116 households)	0 hours annually  (0 hours per household x 116 households)	0 hours annually  (0 hours per household x 144 households)	Benchmark met

<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved
Average error rate in completing a task as a percentage (decrease)	Expected average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	57%	2%	0%	Benchmark met

### **Housing Choice Voucher Program**

<b>CE#1: Agency Costs Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$10,289  (669 hours x \$15.38 avg. pay rate)	\$0  (0 hours x \$15.38 avg. pay rate)	\$0  (0 hours x \$21.56 current pay rate)	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of time dedicated to the task after implementation of the activity (in hours)	Actual amount of time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	669 hours annually  (0.75 hours per household x 892 households)	0 hours annually  (0 hours per household x 892 households)	0 hours annually  (0 hours per household x 840 households)	Benchmark met

<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved
Average error rate in completing a task as a percentage (decrease)	Expected average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	64%	2%	0%	Benchmark met



**Impact/Update:** During 2023, this activity performed as expected, saving staff time and agency costs, as well as eliminating potential errors.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** No hardship requests were made.

**Challenges in achieving benchmarks and possible strategies:** This MTW activity is on schedule, and baselines and benchmarks have been met.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

**B-15**            **Change in Temporary Assistance for Needy Families (TANF) Cost-of-Living Adjustment (COLA) Processing**

Plan Year Approved: 2023

Implemented: 2023

Amended: N/A

**Description:** Annual Temporary Assistance for Needy Families (TANF) income, including Ohio Works First (OWF) and Refugee Cash Assistance, that result in an increase in a program participant's household income are not processed until the household's next annual reexamination effective date. Program participants are not required to report this income to PMHA until the household's annual reexamination. The increased income is not counted until the next annual reexamination unless the household experiences an income decrease, which triggers the processing of an interim recertification. As part of the interim recertification calculation, the full amount of TANF, including the COLA, is counted at that time as replacement income. This activity is not used for HCV and Public Housing program applicants who are processing for initial eligibility, or for other circumstances where eligibility for a new HCV voucher is required (i.e., unit changes).

## Public Housing Program

<b>CE#1: Agency Costs Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$102  (5.25 hours x \$19.51 avg. pay rate)	\$0  (0 hours x \$18.00 avg. pay rate)	\$0  (0 hours x \$22.88 current pay rate)	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	5.25 hours annually  (0.75 hours per household x 7 households)	0 hours annually  (0 hours per household x 7 households)	0 hours annually  (0 hours per household x 7 households)	Benchmark met

<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved
Average error rate in completing a task as a percentage (decrease)	Expected average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	53%	2%	0%	Benchmark met

## Housing Choice Voucher Program

<b>CE#1: Agency Costs Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$453  (27 hours x \$16.76 avg. pay rate)	\$0  (0 hours x \$16.76 avg. pay rate)	\$0  (0 hours x \$21.56 current pay rate)	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of time dedicated to the task after implementation of the activity (in hours)	Actual amount of time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	27 hours annually  (0.75 hours per household x 36 households)	0 hours annually  (0 hours per household x 36 households)	0 hours annually  (0 hours per household x 35 households)	Benchmark met

<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved
Average error rate in completing a task as a percentage (decrease)	Expected average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	65%	2%	0%	Benchmark met

**Impact/Update:** This activity was implemented effective January 1, 2023 for Public Housing and January 31, 2023 for HCV. During 2023, this activity performed as expected, saving staff time and agency costs, reducing potential errors, decreasing retroactive rents, and decreasing violations issued for failure to report income.

**For rent reform activities/public housing term limit activities, describe the number and results of any hardship requests:** No hardship requests were made.

**Challenges in achieving benchmarks and possible strategies:** This MTW activity is on schedule, and baselines and benchmarks have been met.

**Actual significant changes:** None

**Actual non-significant changes:** None

**Actual changes to metrics/data collection:** None

## **B. Not Yet Implemented Activities**

### **HCV-14      Permit Decreases in Payment Standards at Next Scheduled Verification**

Plan Year Approved: 2014

Implemented: N/A

**Description:** PMHA proposed changing the implementation of new payment standards established by the housing authority to be effective at the date of the anniversary of household assistance (formerly known as the annual verification), rather than be implemented the second annual verification following the change. Under present regulations, housing authorities may not lower payment standards until the 2<sup>nd</sup> annual certification after the lowering of the payment standards, which hampers a PHA from taking action to lower HAP costs quickly and more fairly across all participant households. In 2013, PMHA raised minimum rents from \$25 to \$50 as part of its response to the federal sequester and the need to reduce HAP costs. This increased the rent burden on the lowest income participants and for lesser results on HAP than if PMHA were permitted to reduce payment standards slightly, across the board for all participants. This activity would allow PMHA to be able to adjust HAP spending quickly and in a more equitable manner (compared to raising minimum rents or adjusting rent calculations) that can spread the cost of budget cuts across a greater portion of the HCV recipient population more quickly.

**Actions:** It has been noted that typically Fair Market Rent (FMR) for the local HUD Metropolitan Fair Market Rent Area increases year-to-year, and PMHA's payment standards therefore increase in accordance; thus, this feature would be unlikely have any impact. This activity will be under review again in 2024, for possible modification or close-out.

### **HCV-17      Protecting Tenants Living in Foreclosed Rental Properties**

Plan Year Approved: 2020

Implemented: N/A

**Description:** PMHA proposed an initiative to protect tenants who are living in foreclosed rental properties owned by the Portage County Land Bank. This activity would provide tenant-based

voucher assistance to those who are living in rental properties that have gone through foreclosure and then became owned by the Portage County Land Bank. These tenants were the renters in the units when the foreclosures took place. The program size would not exceed twenty-four (24) eligible participants in eligible units. The land bank would refer households to PMHA, and PMHA would then complete an eligibility determination for each household, in accordance with all of the standard requirements of PMHA's MTW HCV eligibility determination. Under this activity, the tenants who are eligible based upon PMHA's MTW HCV eligibility determination, including income eligibility and are therefore struggling to make rent payments to the land bank, would receive vouchers.

**Actions:** PMHA has not implemented this activity; however, it will be reviewed for possible implementation or possible close-out in 2024.

**B-4**                    **Pro-ration of the utility allowance schedule up to the percentage of pro-ration of funding as established by HUD due to appropriations**

Plan Year Approved: 2009

Implemented: 2014 for Public Housing only, N/A for HCV

**Description:** To offer an additional tool to deal with reductions in HUD subsidy for Public Housing or Housing Choice Vouchers, PMHA has authority to reduce utility allowance payments to address funding shortfalls. This activity was implemented in 2014 for the Public Housing Program, but it was not utilized from 2017 through 2023.

**Actions:** This activity is under review to determine if it will be re-implemented in the future for the Public Housing Program and/or implemented for the Housing Choice Voucher Program.

**B-8**                    **Adoption of Local Investment Policies**

Plan Year Approved: 2014

Implemented: N/A

**Description:** PMHA seeks to evaluate and utilize State of Ohio investment alternatives when appropriate for earning greater returns without compromising asset safety. This activity would allow PMHA to invest in a state government program for state and local governments in Ohio that permits pooled collateralized investment that obtains higher interest rates than is typically available to PMHA on its own while remaining completely liquid as an asset.

**Actions:** PMHA has not implemented new local investment policies; however, this activity will be reviewed for possible implementation in the future.

## C. Activities on Hold

### HCV-10      Biennial Reviews for Non-Elderly/Non-Disabled Households:

Plan Year Approved: 2014

Implemented: 2014

Amended: 2015-2016 (on hold May 2015-April 2016, re-implemented May 2016)

**Description:** PMHA would conduct reviews of income at least once every 24 months as opposed annually. Families could continue to request interim reviews at any time. This activity would be applied to all MTW vouchers held by households not considered elderly and/or disabled. This activity is expected to simplify income verifications, saving time for PMHA staff, participants, and other agencies.

**Reactivation status:** Not applicable at present. This activity was placed on hold effective January 2019 due to issues with the management system tracking capabilities and related administrative burden.

### B-10      Eliminate All Excluded Income from the Income Verification Process

Plan Year Approved: 2014

Implemented: 2014

Amended: N/A

**Description:** PMHA would cease verifying any fully excluded income sources for households. This activity is expected to simplify income verifications, saving time for PMHA staff, participants, and other agencies.

**Reactivation status:** Not applicable at present. While PIH 2013-04 provides guidance for this activity, the approval as a MTW activity would ensure that developed practices would continue if PIH 2013-04 is rescinded, amended, or superseded. Additionally, PMHA implemented Activity B-13: Self-Certification as Highest Form of Income Verification in 2022 for all income sources.

### B-11      Elderly and Disabled Rent Re-certifications Every Three Years

Plan Year Approved: 2014

Implemented: 2014

Amended: N/A

**Description:** This activity would allow PMHA to conduct re-certifications at least once every three years for elderly and disabled households. This activity is expected to increase administrative efficiency and reduce costs through the reduction of annual re-certifications.

**Reactivation status:** Not applicable at present. This activity was placed on hold for the HCV program effective April 2019, and for the Public Housing program effective December 2019, due to issues with the management system tracking capabilities and related administrative burden.

**D. Closed Out Activities**

**HCV-5      Alternative Housing Quality Standards Compliance**

Plan Year Approved: 2011  
 Implemented: 2011  
 Amended: N/A

Closed out: 2014

**Description:** PMHA may use the results of municipal housing/rental housing inspections as an alternative to HQS, where available. This activity was implemented as a means of ensuring Housing Quality Standards were upheld while minimizing the amount of intrusion upon Section 8 landlords and participants through multiple housing inspections by various government entities. HQS standards were met while reducing duplication of efforts among inspection entities.

**Reason Activity Was Closed Out:** This activity was workable when the PMHA served as a contract agent for the City of Ravenna to conduct its inspections of rental units. When this arrangement ended, it was not feasible to continue this activity due to incompatible inspection schedules. City inspections were no longer up to date when needed to ensure Section 8 compliance with Housing Quality Standards. The City of Kent inspections of rental units also did not meet the requirements for HQS compliance. Thus, this activity did not yield the expected results.

There are no statutory exceptions outside of the current MTW flexibilities that might have provided additional benefit for this activity.

**Summary Table:**

<b>PMHA Metric: Streamline Inspection Process</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of Government Entities sharing inspection information	Number of government entities sharing inspection information prior to implementation of the activity	Expected number of government entities sharing inspection information after implementation of the activity	Actual number of government entities sharing inspection information after implementation of the activity	The outcome meets or exceeds the benchmark
	0	1	1-City of Ravenna	Benchmark met

**HCV-6**      **Time Limits for Housing Choice Voucher Participants**

Plan Year Approved: 2013  
Implemented: 2014  
Amended: N/A

Closed out: 2017

**Description:** PMHA established time limits for the Housing Choice Voucher program. Participants who are able to work (i.e., not considered elderly or disabled, or are a parent of a child under age 1) are expected to work or attend an approved school program, or they will lose a month of eligibility of HCV assistance. Each individual is granted 36 months of unemployment/non-participation in education. When an individual reaches the end of their 36 months, they will be considered ineligible for housing assistance for no less than one year, and all rent calculations for the household will be calculated on a pro-ration basis similar to the treatment given to other households with ineligible members.

**Reason Activity Was Closed Out:** This activity, as written, proved to be exceedingly difficult to track and prone to errors. No households were impacted by this activity since its full impact would not have materialized until 2018.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Summary Table:** Not applicable

**HCV-7**      **Capped Utility Reimbursement Checks**

Plan Year Approved: 2012  
Implemented: N/A  
Amended: N/A

Closed Out: 2017

**Description:** This activity was intended to eliminate “double dipping” for utility costs by setting utility allowance reimbursement maximums based on the State of Ohio’s PIPP Plus program, a program that subsidizes low-income households’ utilities by allowing them to pay utility bills on the basis on income, not on the amount of service used. However, these same families were eligible for and receiving utility reimbursement checks with the intention to pay off their entire month’s utility bill.

**Reason Activity Was Closed Out:** This activity was on hold for several years as PMHA worked with its software provider to determine if rent calculations and utility allowance checks could be



accurately performed and issued. It was determined that the cost for software changes were not affordable for the value gained from the implementation of this activity.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Summary Table:** Not applicable

### **HCV-8**      **Transitional Housing Vouchers**

Plan Year Approved: 2012

Implemented: 2012

Amended: N/A

Closed Out: 2017

**Description:** The Transitional Housing Voucher allowed for PMHA to move a long-standing transitional housing program previously located at Renaissance Place, a Public Housing development, to a tenant-based program. This change allowed for Public Housing to become more uniformly managed while offering a more flexible approach to housing formerly homeless people for one year and offered a greater choice in housing for this population. Supportive services were provided to participating households. This activity provided a one-year voucher to families. Intensive supportive services were provided to participants, with an emphasis on employment and self-sufficiency. The voucher ended after one year and was not renewable, but participants were eligible to obtain Public Housing or a traditional Housing Choice Voucher during their time in this program.

The Transitional Housing Program depended on a long-standing partnership with Family and Community Services to provide intensive case-management services to previously homeless households. PMHA's offering was to provide the "shelter" needed to solidify the existence of the program. Thus, no resources were leveraged on behalf of the PMHA.

**Reason Activity Was Closed Out:** Requests for transitional housing vouchers occurred from 2012-2014 but then elapsed over the last three years of this activity. This was due to the service provider not accepting new program families and restrictions limiting the time for participation in the program. Since the program became voucher based in 2012, a total of 5 previous homeless households participated.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Summary Table:**

<b>CE#4: Increase in Resources Leveraged</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Amount of funds leveraged in dollars (increase)	Amount leveraged prior to implementation of the activity (in dollars). This number may be zero	Expected amount leveraged after implementation of the activity (in dollars).	Actual average amount leveraged after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$0	\$0	2012-2017- \$0	Benchmark met

<b>SS#5 Households Assisted by Services that Increase Self-Sufficiency</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase self-sufficiency	Households receiving self-sufficiency services prior to implementation of the activity (number)	Expected number of households receiving self-sufficiency services after implementation of the activity (number)	Actual number of households receiving self-sufficiency services after implementation of the activity (number)	Outcome meets or exceed the benchmark
	0	1 per year	2012-2017- 5	Benchmark unmet

<b>SS#8 Households Transitioned to Self-Sufficiency</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioned to self-sufficiency prior to implementation of the activity (number) This number may be zero	Expected households transitioned to self-sufficiency after implementation of the activity (number)	Actual households transitioned to self-sufficiency after implementation of the activity (number)	Outcome meets or exceed the benchmark
	0	1	2012-2017- 5	Benchmark unmet

<b>HC#7: Households Assisted by Services that Increase Housing Choice</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase housing choice (increase)	Households receiving this type of service prior to implementation of the activity (number) This number may be zero	Expected number of households receiving these services after implementation of the activity (number)	Actual number of households receiving these services after implementation of the activity (number)	Outcome meets or exceed the benchmark
	0	1	2012-2017- 5	Benchmark unmet

**HCV-11      Permit Households at \$0 HAP to Self-Certify Income**

Plan Year Approved: 2014

Implemented: 2014

Amended: N/A

Closed out: 2022

**Description:** This activity permitted families who are at \$0 HAP to self-certify their income rather than be subjected to a verification process that should have no effect on housing assistance levels, thus reducing costs and staff time while achieving greater cost effectiveness in Federal expenditures.

**Reason Activity Was Closed Out:** This activity closed with the approval of activity B-13, Self-Certification as Highest Form of Income Verification, which allows for income to be self-certified for all MTW housing programs participants in Section 8 and Public Housing.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Summary Table:**

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$4200	\$1050	\$693	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceed the benchmark
	50 hours per year	12.5 hours per year	8.25 hours per year	Benchmark met

<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	1% estimated	0%	0%	Benchmark met

<b>CE#5: Increase in Agency Rental Revenue</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rent revenue in dollars	Rental revenue prior to implementation of the activity	Expected rent revenue after implementation of the activity	Actual rental revenue after implementation of the activity	Outcome meets or exceed the benchmark
	\$0	\$0	\$0	Benchmark met

**HCV-12      Use Lesser of Actual Unit Size or Unit Size of Voucher Issued for Utility Allowances**

Plan Year Approved: 2014  
 Implemented: N/A  
 Amended: N/A

Closed out: 2014

**Description:** PMHA will apply the lesser utility allowance of either the actual unit size leased by the family, or the unit size of the voucher issued.

**Reason Activity Was Closed Out:** This proposed activity was passed into Federal Law in July 2014. This activity was included in the 2014 Plan prior to the passing into Federal Law.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Summary Table:** Not applicable

**PH-1**      **Escalating Minimum Rent**

Plan Year Approved: 2008

Implemented: 2008

Amended: N/A

Closed out: 2011

**Description:** Minimum Rent of \$25 will increase by \$25 every two years during tenure in Public Housing and will be capped not to exceed \$250 per month, which would be attained after 18 years of Public Housing residency. Households with a head or co-head of household, or spouse, who is elderly (62 years of age or older) and/or disabled will have no minimum rent. Departure or death of the sole elderly or disabled household member will result in the minimum rent requirement being re-instated for remaining household members.

**Reason Activity Was Closed Out:** This escalating minimum rent feature was originally implemented as an alternative to arbitrary time limits. Benchmarks were achieved, but the feature proved to be very cumbersome in its implementation and operation. As a result, rent reforms permissible under conventional PHA rules were implemented by year-end of 2011, raising the minimum rent to \$50 per month for non-elderly, non-disabled households. The original activity of escalating minimum rent was administratively burdensome and not helpful for achieving PMHA goals of encouraging work activity and self-sufficiency.

While the activity met the projected benchmarks, the implementation yielded a substantial risk for inaccurate rent calculations due to the fluctuation of minimum rents which would vary among households.

There are no statutory exceptions outside of the current MTW flexibilities that might have provided additional benefit for this activity.

**Summary Table:**

<b>CE#5 Increase in PMHA Rental Revenue for Public Housing Households</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rental revenue in dollars (increase)	Rental revenue prior to implementation of the activity (in dollars)	Expected rental revenue after implementation of the activity (in dollars)	Actual rental revenue after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$557,771	Increase of \$30,000	2010-\$587,771 2011-\$622,790	Benchmark met

**PH-3      Elderly and Disabled Rent Re-certifications Biennially**

Plan Year Approved: 1999  
 Implemented: 2000  
 Amended: N/A

Closed out: 2014

**Description:** PMHA conducted rent recertifications for elderly and disabled households every two years instead of annually. The activity was expanded to triennial rent re-recertification in 2014 and was identified as Activity B-11.

**Reason Activity Was Closed Out:** This activity was changed in Plan Year 2014 to Re-Certification of Elderly and Disabled to Every Three Years for both Public Housing residents and Section 8 Tenants.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Summary Table: Not applicable**

**PH-6      Overall Percentage of Income Amounts for Rent Calculations**

Plan Year Approved: 2012  
 Implemented: 2012  
 Amended: N/A

Closed Out: 2018

**Comment:** The percentage of earned income was set at 26% of income in an effort to promote work activity and offset the elimination of the allowance for non-reimbursed childcare expenses.

**Reason Activity Was Closed Out:** This activity closed with the approval of activity PH-14, Elimination of Deductions in Total Tenant Payment Calculations, which sets percentage of income at 29.6% of gross monthly income with no deductions.

The rent process was simplified, and the number of employed households steadily increased. This activity was cost effective by reducing the need for verifications and thus saving staff time. Minimal increases were seen within the self-sufficiency metrics; however, this may be due to the fluid nature of Public Housing. Families typically leave Public Housing with higher incomes than those households moving to Public Housing. PMHA considers this activity to have had a positive effect on cost effectiveness and has continued with implementation of activity PH-14.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Summary Table:**

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$2,210	\$2,204 (113 households x 1.5 hours x \$13.00 or current hourly rate)	2017- (142 households x 1.5 hours x \$16.04) \$3,417	Benchmark unmet due to larger population of households

<b>SS#1: Increase in Household Income</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Actual average earned income of households affected by this policy prior to implementation (in dollars)	Outcome meets or exceeds the benchmark
	\$14,000	\$15,000	2017- \$18,903	Benchmark met - Earned income of households increased annually since implementation of this activity

<b>SS#2: Increase in Household Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average amount of savings of households affected by this policy in dollars (increase)	Average savings amount of households affected by this policy prior to implementation of the activity (in dollars)	Expected average savings amount of households affected by this policy prior to implementation of the activity (in dollars)	Actual average savings amount of households affected by this policy prior to implementation (in dollars)	Outcome meets or exceeds the benchmark
	\$0	\$200	\$798	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Full-Time	Head(s) of Households Employed Full-Time prior to implementation of the activity (number)	Expected head(s) of Households Employed Full-Time after implementation of the activity (number)	Actual Head(s) of Households Employed Full-Time after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	72	72	2017- 87	Benchmark met - The number of households employed full time increased when compared to both the baseline and benchmark
Employed Full-Time	Head(s) of Households Employed Full-Time prior to implementation of the activity (percentage)	Expected head(s) of Households Employed Full-Time after implementation of the activity (percentage)	Actual Head(s) of Households Employed Full-Time after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	60%	60%	61%	Benchmark met



<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Part-Time	Head(s) of Households Employed Part-Time prior to implementation of the activity (number)	Expected head(s) of Households Employed Part-Time after implementation of the activity (number)	Actual Head(s) of Households Employed Part-Time after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	48	48	2017- 55	Benchmark met
Employed Part-Time	Head(s) of Households Employed Part-Time prior to implementation of the activity (percentage)	Expected head(s) of Households Employed Part-Time after implementation of the activity (percentage)	Actual Head(s) of Households Employed Part-Time after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	40%	40%	39%	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in an Education Program	Head(s) Households of Enrolled in an Education Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in an Education Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in an Education Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
			Information is not available and is not related to current MTW activities	PH does not document enrollment in an education program
Enrolled in an Education Program	Head(s) Households of Enrolled in an Education Program prior to implementation of the activity (percentage)	Expected head(s) of Households Enrolled in an Education Program after implementation of the activity (percentage)	Actual Head(s) of Households Enrolled in an Education Program after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
			Information is not available and is not related to current MTW activities	PH does not document enrollment in an education program

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in a Job Training Program*	Head(s) of Households Enrolled in a Job Training Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	1	1	0	Benchmark unmet
Enrolled in a Job Training Program*	Head(s) of Households Enrolled in a Job Training Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
Percentage	100%	100%	0%	Benchmark unmet

\*Note: PH tracks this information related to residents participating in Section 3, however no residents participated in 2017.

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Unemployed	Head(s) of Households unemployed prior to implementation of the activity (number)	Expected head(s) of Households unemployed after implementation of the activity (number)	Actual Head(s) of Households unemployed after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	103	97	71	Benchmark met
Unemployed	Head(s) of Households unemployed prior to implementation of the activity (number)	Expected head(s) of Households unemployed after implementation of the activity (number)	Actual Head(s) of Households unemployed after implementation of the activity (number)	Outcome meets or exceeds the benchmark
Percentage	47%	40%	26%	Benchmark met

<b>SS#3: Increase in Positive Outcomes in Employment Status</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Other*	Head(s) Households in other category prior to implementation of the activity (number)	Expected head(s) of Households in other category after implementation of the activity (number)	Actual Head(s) of Households in other category after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	0	0	Benchmark met
Other*	Head(s) Households in other category prior to implementation of the activity (percentage)	Expected head(s) of Households in other category after implementation of the activity (percentage)	Actual Head(s) of Households in other category after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	0%	0%	0%	Benchmark met

\*Note: PH had no households in the “other” category during 2017.

**PH-7      Eliminate Allowance for Non-Reimbursed Childcare Expenses and Replace with 4% Overall Percentage of Earned Income**

Plan Year Approved: 2012

Implemented: 2012

Amended: N/A

Closed Out: 2018

**Description:** Allowances for non-reimbursed childcare expenses were eliminated from rent calculations in part of an overall rent reform that reduced the percentage of income counted towards rent for households with earned income. The purpose of this feature was to simplify rent calculations for transparency shared by both residents and PHA staff, as well as reduce administrative burden relating to documentation. This activity was intertwined as part of PH-6 Overall Percentage of Income Amounts for Rent Calculations described above.

**Reason Activity Was Closed Out:** This activity closed with the approval of activity PH-14, Elimination of Deductions in Total Tenant Payment Calculations, which sets percentage of income at 29.6% of gross monthly income with no deductions.

PMHA considers this activity to have had a positive effect on cost effectiveness, as intertwined with activity PH-6, and continued with implementation of activity PH-14.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Summary Table:** Refer to PH-6.

**PH-8**            **Deduction for Elderly and Disabled Adults**

Plan Year Approved: 2009  
Implemented: N/A  
Amended: N/A

Closed out: 2014

**Description:** PMHA was considering increasing the deduction from income from \$400 to a higher amount as part of a larger rent reform.

**Reason Activity Was Closed Out:** This activity was intended to be included as part of a larger rent reform initiative, but it was ultimately not included due to cost and funding reasons.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Summary Table:** Not applicable

**PH-9**            **Providing Transitional Housing**

Plan Year Approved: 1999  
Implemented: 1999  
Amended: N/A

Closed out: 2012

**Description:** Up to 42 units of transitional housing were set aside for previously homeless families at Renaissance Place and Community Estates. Through partnership with Family and Community Services and its Portage Area Transitional Housing (PATH) program, residents received on-site intensified case management services as they moved toward self-sufficiency over the course of a two-year time limit.

**Reason Activity Was Closed Out:** During 2012, the long-standing partnership with Family and Community Services and its Portage Area Transitional Housing (PATH) program evolved to address a more permanent supportive housing program as defined by HUD. It was determined that a Public Housing format was ineffective for the operation of a supportive housing program. Because of the change from a two-year Transitional Housing program to a one-year supportive housing program with the emphasis on transitioning in place, PMHA found the number and cost of unit turnovers increasing, since not all participants were able and willing to transition in place. Renaissance Place consists of three- and four-bedroom units. Many of the PATH families required two-bedroom units. With HUD new program guidelines, the landscape of the PATH program changed. PMHA opened its entire housing stock to PATH participants with the emphasis on moving participants into the units with the needed number of bedrooms. However, this approach diluted the relationship between participants and PATH staff. Thus, because of

programmatic changes, it became necessary to phase-out the Transitional Housing program by the end of 2012.

While the activity met the projected benchmarks and the program proved to transition previously homeless families into permanent housing, the revised HUD regulations made it economically unfeasible to continue this program as Public Housing. As a result, it was incorporated into the Section 8 Voucher program.

There are no statutory exceptions outside of the current MTW flexibilities that might have provided additional benefit for this activity.

**Summary Table:**

<b>HC#6: Increase in Resident Mobility</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Expected households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Actual increase in households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	There was no transitional housing program prior to the implementation of this activity	Minimum of 42 households per year participating in the program	2010- 64 2011- 64 2012- 44	Benchmark met

<b>HC#4: Displacement Prevention</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of previously homeless households at or below 80% AMI that would lose assistance or need to move (decrease)	Households losing assistance/moving prior to implementation of the activity	Expected households losing assistance/moving after implementation of the activity (number)	Actual households losing assistance/moving after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	There was no transitional housing program prior to the implementation of this activity	24 households per year since households could stay a minimum of 2 years and a maximum of 4 years in transitional housing or lose assistance due to non-compliance	2010-22 2011-22 2012-44	Outcomes were met however, in 2012 the transitional housing program was phased out due to new HUD guidelines

<b>HC#6: Increase in Resident Mobility</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Expected households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Actual increase in households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	There was no transitional housing program prior to the implementation of this activity	10 per year	2010- 11 2011- 22 2012- 13	Benchmark met

**PH-11      Deduction for Absent Child**

Plan Year Approved: 2009  
 Implemented: N/A  
 Amended: N/A

Closed out: 2013

**Description:** The activity was proposed as part of a larger overall rent reform policy that allowed, under limited circumstances, the opportunity for families to receive a rent calculation deduction if the family was paying child support for up to two (2) children not residing in the household.

**Reason Activity Was Closed Out:** A decision was reached after reviewing the documentation and work efforts needed to verify circumstances involved, that this activity would not be implemented due to administrative burden, the resulting impact on households, and further policy discussion relating to desired results on low-income participant households.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity

**Summary Table:** Not applicable

**PH-12      Cap on Dependent Child Deduction**

Plan Year Approved: 1999  
 Implemented: 2000  
 Amended: 2014

Closed out: 2018

**Description:** The Public Housing Program gave a \$480 allowance for each family member (other than the head or spouse), who was disabled or a minor, and for family members who were 18 and older who were full-time students or who were disabled. This allowance was not to exceed \$960, except that current residents (as of April 23, 1999) were entitled to an allowance of \$480 for each family member who was a minor and for family members who were 18 and older and full-time students or who were disabled as of June 1, 2000. In Plan Year 2014, due to a revision of rent reform activities for the HCV program, this activity was no longer relative to the HCV program.

**Reason Activity Was Closed Out:** This activity closed with the approval of activity PH-14, Elimination of Deductions in Total Tenant Payment Calculations, which sets percentage of income at 29.6% of gross monthly income with no deductions.

PMHA considers this activity to have had a positive effect on reduction of costs and in achieving greater cost effectiveness in Federal expenditures. The impact of this activity was that rental revenue increased as compared to the traditional HUD system of treatment of dependent child deductions. The result of the capped dependent child activity was successful. However, with the implemented rent reform activity, it is no longer relevant.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Summary Table:**

<b>CE#4: Increase in Resources Leveraged</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Amount of funds leveraged in dollars (Increase)	Amount leveraged prior to implementation of the activity (in dollars)	Expected amount leveraged after implementation of the activity (in dollars)	Actual amount leveraged after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$18,240	\$18,000 (varying on the composition of families at any one time)	2017- 47 households with 63 children x \$480= \$30,240	Benchmark met

**PH-13      Residents Paying Ceiling Rents May Self-Certify Income**

Plan Year Approved: 2015  
 Implemented: 2016  
 Amended: N/A

Closed Out: 2022

**Description:** Residents paying ceiling rents were allowed to self-certify their income for the purposes of the reverification process. Such families paid the same rental amount regardless of income increases. This activity resulted in reducing costs by saving staff time devoted to income verification and also achieved greater cost effectiveness in federal expenditures.

**Reason Activity Was Closed Out:** This activity closed with the approval of activity B-13, Self-Certification as Highest Form of Income Verification, which allows for income to be self-certified for all MTW housing programs participants in Section 8 and Public Housing.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Summary Table:**

<b>CE#1: Agency Cost Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	36 resident recertifications x 3 hours x \$18.00 (2019 hourly rate) = \$1944	36 resident recertifications x 0 hours x \$18.00 (2019 hourly rate) = \$0	66 resident recertifications x 0 hours x \$19.51 (current hourly rate) = \$0	Benchmark met

<b>CE#2: Staff Time Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	3 hours per recertification	0 hours	0 hours	Benchmark met



<b>CE#3: Decrease in Error Rate of Task Execution</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	3%	0%	0%	Benchmark met

**B-2**            **Cap on dependent child deduction**

Plan Year Approved: 1999  
 Implemented: 2000  
 Amended: N/A

Closed Out: 2014 (HCV), 2018 (Public Housing)

**Description:** This activity allowed for a \$480 allowance for each family member (other than the head or spouse), who was disabled or a minor, and for family members who were 18 and older who were full-time students or who were disabled. This allowance was not to exceed \$960, except that current residents (as of April 23, 1999) were entitled to an allowance of \$480 for each family member who was a minor and for family members who were 18 and older and full-time students or who were disabled as of June 1, 2000.

**Reason Activity Was Closed Out:** This activity was discontinued for the Housing Choice Voucher Program in 2014 and the Public Housing Program in 2018 due to revised rent-reform policies which included a flat 29.6% of income calculation. The revised rent-reform policies omitted this step from the rent calculation in an attempt to streamline the process. Advantages included a decrease in staff time and rent calculation error.

The results of the capped dependent child activity were successful. However, with the implemented rent reform activity, it is no longer relevant.

There are no statutory exceptions outside of the current MTW flexibilities that might have provided additional benefit for this activity.

**Summary Table:**

***Housing Choice Voucher Program***

<b><i>CE#4: Increase in Resources Leveraged</i></b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Amount of funds leveraged in dollars (Increase)	Amount leveraged prior to implementation of the activity (in dollars)	Expected amount leveraged after implementation of the activity (in dollars)	Actual amount leveraged after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$0.00	\$3,000	2014- 454 Households= \$323,040	Benchmark met

***Public Housing Program***

<b><i>CE#4: Increase in Resources Leveraged</i></b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Amount of funds leveraged in dollars (Increase)	Amount leveraged prior to implementation of the activity (in dollars)	Expected amount leveraged after implementation of the activity (in dollars)	Actual amount leveraged after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$18,240	\$18,000 (Varying on the composition of families at any one time)	2017- 47 Households = \$30,240	Benchmark met

**B-5      Single Fund Budget Flexibility**

Plan Year Approved: 2009

Implemented: 2009

Amended: N/A

Closed Out: 2014

**Description:** PMHA was authorized to use single fund budgeting and full fungibility for specified funds under the restated MTW agreement and had used this authority in limited measures.

**Reason Activity Was Closed Out:** In discussions with the MTW office, it was determined that this activity is no longer considered a MTW activity for the purposes of the current activities section of this plan and will no longer be reported as such.

There are no statutory exceptions outside of the current MTW flexibilities that might have provided additional benefit for this activity.

**Summary Table:** Not applicable

**B-6**                    **Income verifications conducted for approved government programs may be substituted for PMHA income verifications if performed within the previous 90 days**

Plan Year Approved: 2009

Implemented: N/A

Amended: N/A

Closed Out: 2014

**Description:** PMHA would use the information gathered and certified to by residents in their eligibility determinations performed for other means-tested programs, if this information were no older than 90 days.

**Reason Activity Was Closed Out:** This activity was not implemented after changes in leadership at other agencies diminished the willingness to exchange information with the Housing Authority.

There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity.

**Provide Summary Table:** Not applicable

**B-7**                    **Employment and education deductions**

Plan Year Approved: 1999

Implemented: 2000

Amended: N/A

Closed out: 2012 (Public Housing), 2015 (HCV)

**Description:** This activity was implemented to reward work, with the expectation that households would reap a reward for achieving earned income through a flat deduction. Also, it was anticipated that staff time would be saved by the elimination of having to secure third-party documentation for the education deduction, which was tedious and time consuming for staff.

**Reason Activity Was Closed Out:** PMHA discontinued this activity in 2012 for Public Housing residents. Replacing this activity was the implementation of a 4% deduction on all earned income and an income exclusion for new earnings until annual re-certification. The activity was

discontinued for HCV program in 2015 due to rent reform activities and subsequently closed out.

There are no statutory exceptions outside of the current MTW flexibilities that might have provided additional benefit for this activity.

**Summary Table:**

**Public Housing Program**

<b>SS#2 Increase in Household Savings</b>				
<b>Unit of Measurement</b>	<b>Baseline</b>	<b>Benchmark</b>	<b>Outcome</b>	<b>Benchmark Achieved?</b>
<b>Average amount of savings of households affected by this policy in dollars (increase)</b>	<b>Average savings amount of households affected by this policy prior to implementation of the activity (in dollars)</b>	<b>Expected average savings amount of households affected by this policy after implementation of the activity (in dollars)</b>	<b>Actual average savings amount of households affected by this policy after implementation of the activity (in dollars)</b>	<b>Outcome meets or exceeds benchmark</b>
	\$0.0	\$12.50 per month for each participating household	Employment Deduction of \$500= \$12.50 monthly savings per Household 2010- 60 HH 2011- 59 HH  Education Deduction of \$500= \$12.50 monthly savings per Household 2010- 17 HH 2011- 18 HH	Benchmark met

## Housing Choice Voucher Program

<b>SS#2 Increase in Household Savings</b>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average amount of savings of households affected by this policy in dollars (increase)	Average savings amount of households affected by this policy prior to implementation of the activity (in dollars)	Expected average savings amount of households affected by this policy after implementation of the activity (in dollars)	Actual average savings amount of households affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceeds benchmark
	\$0.0	\$12.50 per month for each participating household	Employment Deduction of \$500= \$12.50 monthly savings per Household 2014-108 HH  Education Deduction of \$500= \$12.50 monthly savings per Household 2014-24 HH  Employment and Education Deduction of \$500 each=\$25 per monthly savings per Household 2014=2 HH	Benchmark met

## **SECTION V: PLANNED APPLICATION OF MTW FUNDS**

### **A. ACTUAL SOURCES AND USES OF MTW FUNDS**

**i. Actual Sources of MTW Funds in the Plan Year**

The MTW PHA shall submit unaudited and audited information in the prescribed Financial Data Schedule (FDS) format through the Financial Assessment System – PHA (FASPHA), or its successor system.

**ii. Actual Uses of MTW Funds in the Plan Year**

The MTW PHA shall submit unaudited and audited information in the prescribed FDS format through the FASPHA, or its successor system.

**iii. Describe Actual Use of MTW Single Fund Flexibility**

The MTW PHA shall provide a thorough narrative of actual activities that use only the MTW funding flexibility. Where possible, the MTW PHA may provide metrics to track the outcomes of these programs and/or activities. Activities that use other MTW authorizations in Attachment C and/or D of the Standard MTW Agreement (or analogous section in a successor MTW Agreement) do not need to be described here, as they are already found in Section (IV) of the Annual MTW Report. The MTW PHA shall also provide a thorough description of how it used MTW single fund flexibility to direct funding towards specific housing and/or service programs and/or other MTW activity, as included in an approved MTW Plan.

<b>APPLICATION OF "MTW FUNDING" FLEXIBILITY</b>
PMHA does not have any activity that uses only MTW Funding Flexibility.

### **B. LOCAL ASSET MANAGEMENT PLAN**

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

Yes
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**ii. Did the MTW PHA implement a local asset management plan (LAMP) in the Plan Year?**

No
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**iii. Did the MTW PHA provide a LAMP in the appendix?**

N/A
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**iv. If the MTW PHA has provided a LAMP in the appendix, please provide a brief update on implementation of the LAMP. Please provide any actual changes (which must be detailed in an approved Annual MTW Plan/Plan amendment) or state that the MTW PHA did not make any changes in the Plan Year.**

N/A – This section is not applicable to PMHA.
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## **SECTION VI: ADMINISTRATIVE**

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

There are no issues that PMHA must take action to address.

### **B. Results of the latest PHA-directed evaluations of the demonstration, as applicable**

No outside evaluation of the PMHA's MTW demonstration program is undertaken. However, on a regular basis, management and line staff review MTW activities, participant progress, and internal systems, procedures, and reports. Suggestions for improvements are taken under advisement and implemented if feasible.

### **C. Certification of Meeting the MTW Statutory Requirements Submittal**

Portage Metropolitan Housing Authority certifies that it has met the MTW statutory requirements for 2023 with respect to:

1. Assuring that at least 75% of the families assisted by PMHA are very low-income families;
2. Continuing to assist substantially the same total number of eligible low-income families as would have been served had the amounts not been combined; and
3. Maintaining a comparable mix of families (by family size) is served as would have been provided had the amounts not been used under the demonstration

### **D. MTW Energy Performance Contract (EPC) Flexibility Data**

Not applicable.

**Certifications of Compliance**  
(see next page)

## CERTIFICATIONS OF COMPLIANCE

### U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT OFFICE OF PUBLIC AND INDIAN HOUSING

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

Acting on behalf of the Board of Commissioners of the Moving to Work Public Housing Agency (MTW PHA) listed below, as its Chair or other authorized MTW PHA official if there is no Board of Commissioners, I approve the submission of the Annual Moving to Work Plan for the MTW PHA Plan Year beginning 01/01/2023, hereinafter referred to as "the Plan", of which this document is a part and make the following certifications and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the Plan and implementation thereof:

- (1) The MTW PHA published a notice that a hearing would be held, that the Plan and all information relevant to the public hearing was available for public inspection for at least 30 days, that there were no less than 15 days between the public hearing and the approval of the Plan by the Board of Commissioners, and that the MTW PHA conducted a public hearing to discuss the Plan and invited public comment.
- (2) The MTW PHA took into consideration public and resident comments (including those of its Resident Advisory Board or Boards) before approval of the Plan by the Board of Commissioners or Board of Directors in order to incorporate any public comments into the Annual MTW Plan.
- (3) The MTW PHA certifies that the Board of Directors has reviewed and approved the budget for the Capital Fund Program grants contained in the Capital Fund Program Annual Statement/Performance and Evaluation Report, form HUD-50075.1 (or successor form as required by HUD).
- (4) The MTW PHA will carry out the Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990.
- (5) The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located.
- (6) The Plan contains a certification by the appropriate state or local officials that the Plan is consistent with the applicable Consolidated Plan.
- (7) The MTW PHA will affirmatively further fair housing by fulfilling the requirements set out in HUD regulations found at Title 24 of the Code of Federal Regulations, including regulations in place at the time of this certification, and any subsequently promulgated regulations governing the obligation to affirmatively further fair housing. The MTW PHA is always responsible for understanding and implementing the requirements of HUD regulations and policies, and has a continuing obligation to affirmatively further fair housing in compliance with the 1968 Fair Housing Act, the Housing and Community Development Act of 1974, The Cranston-Gonzalez National Affordable Housing Act, and the Quality Housing and Work Responsibility Act of 1998. (42 U.S.C. 3608, 5304(b)(2), 5306(d)(7)(B), 12705(b)(15), and 1437C-1(d)(16)). The MTW PHA will affirmatively further fair housing by fulfilling the requirements at 24 CFR 903.7(o) and 24 CFR 903.15, which means that it will take meaningful actions to further the goals identified in its Analysis of Impediments to Fair Housing Choice(AI),Assessment of Fair Housing (AFH), and/or other fair housing planning documents conducted in accordance with the requirements of 24 CFR Part 5, that it will take no action that is materially inconsistent with its obligation to affirmatively further fair housing, and that it will address fair housing issues and contributing factors in its programs, in accordance with 24 CFR 903.7(o), and will address impediments to fair housing choice identified in its AI, AFH, and/or other fair housing planning documents associated with any applicable Consolidated or Annual Action Plan under 24 CFR Part 91.
- (8) The MTW PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975 and HUD's implementing regulations at 24 C.F.R. Part 146.
- (9) In accordance with 24 CFR 5.105(a)(2), HUD's Equal Access Rule, the MTW PHA will not make a determination of eligibility for housing based on sexual orientation, gender identity, or marital status.
- (10) The MTW PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.
- (11) The MTW PHA will comply with the requirements of section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 75.
- (12) The MTW PHA will comply with requirements with regard to a drug free workplace required by 24 CFR Part 24, Subpart F.



- (13) The MTW PHA will comply with requirements with regard to compliance with restrictions on lobbying required by 24 CFR Part 87, together with disclosure forms if required by this Part, and with restrictions on payments to influence Federal Transactions, in accordance with the Byrd Amendment and implementing regulations at 49 CFR Part 24.
- (14) The MTW PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.
- (15) The MTW PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
- (16) The MTW PHA will provide HUD or the responsible entity any documentation needed to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58. Regardless of who acts as the responsible entity, the MTW PHA will maintain documentation that verifies compliance with environmental requirements pursuant to 24 Part 58 and 24 CFR Part 50 and will make this documentation available to HUD upon its request.
- (17) With respect to public housing and applicable local, non-traditional development the MTW PHA will comply with Davis-Bacon or HUD determined wage rate requirements under section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
- (18) The MTW PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
- (19) The MTW PHA will comply with the Lead-Based Paint Poisoning Prevention Act and 24 CFR Part 35.
- (20) The MTW PHA will comply with the policies, guidelines, and requirements of 2 CFR Part 225 (Cost Principles for State, Local and Indian Tribal Governments) and 2 CFR Part 200.
- (21) The MTW PHA must fulfill its responsibilities to comply with and ensure enforcement of Housing Quality Standards, as defined in 24 CFR Part 982 or as approved by HUD, for any Housing Choice Voucher units under administration.
- (22) The MTW PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the Moving to Work Agreement and Statement of Authorizations and included in its Plan.
- (23) All attachments to the Plan have been and will continue to be available at all times and all locations that the Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the MTW PHA in its Plan and will continue to be made available at least at the primary business office of the MTW PHA.

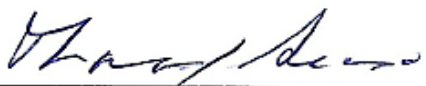
Portage Metropolitan Housing Authority  
**MTW PHA NAME**

OH031  
**MTW PHA NUMBER/HA CODE**

*I/We, the undersigned, certify under penalty of perjury that the information provided above is true and correct. WARNING: Anyone who knowingly submits a false claim or makes a false statement is subject to criminal and/or civil penalties, including confinement for up to 5 years, fines, and civil and administrative penalties. (18 U.S.C. §§ 287, 1001, 1010, 1012; 31 U.S.C. §3729, 3802).*

Thomas Sicuro  
**NAME OF AUTHORIZED OFFICIAL**

Board Chairman  
**TITLE**

  
**SIGNATURE**

09/27/2022  
**DATE**

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