



ANNUAL PUBLIC HOUSING AGENCY PLAN

FY 2019-2020

HOUSING AUTHORITY OF MARICOPA COUNTY

Coffelt-Lamoreaux Spirit of Renewal (photo left)

This Plan includes basic PHA policies, rules, and requirements concerning HAMC's HCV programs and services; and informs HUD, families served, and members of the public of HAMC's mission, goals, and strategic priorities for serving the needs of low income, very low income, and extremely low income families.

www.maricopahousing.org

Telephone 602-744-4500 or TDD 602-744-4540

Streamlined Annual PHA Plan <i>(HCV Only PHAs)</i>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing DRAFT	OMB No. 2577-0226 Expires 02/29/2016
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

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

Definitions.

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

A.	PHA Information.																									
A.1	<p>PHA Name: HOUSING AUTHORITY OF MARICOPA COUNTY PHA Code: AZ009 PHA Plan for Fiscal Year Beginning: (MM/YYYY): 07/2019 PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) 1724 (53 RAD PBVs, 45 Mainstream, 29 FUP, 5 VASH) Number of Housing Choice Vouchers (HCVs) 1592 PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission</p> <p>Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. HAMC Website www.maricopahousing.org HAMC Administrative Office, 8910 N. 78th Avenue, Peoria AZ 85345 Peoria Housing Office, 10950 N. 87th Avenue, Peoria AZ 85345 Rose Terrace Housing Office, 525 E. Harrison Drive, Avondale AZ 85323 Surprise Housing Office, 12976 W. Cottonwood, Surprise AZ 85378 Mesa Housing Office, 710 W. 8th Avenue, Mesa AZ 85210</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Participating PHAs</th> <th style="width: 10%;">PHA Code</th> <th style="width: 25%;">Program(s) in the Consortia</th> <th style="width: 20%;">Program(s) not in the Consortia</th> <th style="width: 20%;">No. of Units in Each Program</th> </tr> </thead> <tbody> <tr> <td>Lead HA:</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	Lead HA:																			
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B.	Annual Plan.
B.1	<p>Revision of PHA Plan Elements.</p> <p>(a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Financial Resources.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Rent Determination.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Operation and Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Informal Review and Hearing Procedures.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification.</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s):</p> <p>Refer to Appendix B.1</p>
B.2	<p>New Activities</p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?</p> <p>Y N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Project Based Vouchers.</p> <p>(b) If this activity is planned for the current Fiscal Year, describe the activities. Provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan.</p> <p>Refer to Appendix B.2</p>
B.3	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N N/A</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p> <p>Refer to Appendix B.3</p>
B.4	<p>Civil Rights Certification</p> <p>Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p> <p>Refer to Appendix B.4</p>
B.5	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p> <p>Refer to Appendix B.5</p>
B.6	<p>Progress Report.</p> <p>Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan.</p> <p>Refer to Appendix B.6</p>

B.7	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the PHA Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(a) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>
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Instructions for Preparation of Form HUD-50075-HCV Annual PHA Plan for HCV Only PHAs

A. PHA Information. All PHAs must complete this section. ([24 CFR §903.23\(4\)\(e\)](#))

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

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table. ([24 CFR §943.128\(a\)](#))

B. Annual Plan. All PHAs must complete this section. ([24 CFR §903.11\(c\)\(3\)](#))

B.1 Revision of PHA Plan Elements. PHAs must:

Identify specifically which plan elements listed below that have been revised by the PHA. To specify which elements have been revised, mark the “yes” box. If an element has not been revised, mark “no.”

Housing Needs and Strategy for Addressing Housing Needs. Provide a statement addressing the housing needs of low-income, very low-income families who reside in the PHA’s jurisdiction and other families who are on the Section 8 tenant-based waiting list. The statement must identify the housing needs of (i) families with incomes below 30 percent of area median income (extremely low-income), (ii) elderly families and families with disabilities, and (iii) households of various races and ethnic groups residing in the jurisdiction or on the waiting list based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. ([24 CFR §903.7\(a\)\(1\)](#) and 24 CFR §903.7(a)(2)(i)). Provide a description of the PHA’s strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. [24 CFR §903.7\(a\)\(2\)\(ii\)](#)

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. A statement of the PHA’s policies that govern resident or tenant eligibility, selection and admission including admission preferences for HCV. ([24 CFR §903.7\(b\)](#))

Financial Resources. A statement of financial resources, including a listing by general categories, of the PHA’s anticipated resources, such as PHA HCV funding and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources. ([24 CFR §903.7\(c\)](#))

Rent Determination. A statement of the policies of the PHA governing rental contributions of families receiving tenant-based assistance, discretionary minimum tenant rents, and payment standard policies. ([24 CFR §903.7\(d\)](#))

Operation and Management. A statement that includes a description of PHA management organization, and a listing of the programs administered by the PHA. ([24 CFR §903.7\(e\)\(3\)\(4\)](#)).

Informal Review and Hearing Procedures. A description of the informal hearing and review procedures that the PHA makes available to its applicants. ([24 CFR §903.7\(f\)](#))

Homeownership Programs. A statement describing any homeownership programs (including project number and unit count) administered by the agency under section 8 of the 1937 Act, or for which the PHA has applied or will apply for approval. ([24 CFR §903.7\(k\)](#))

Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements. A description of any PHA programs relating to services and amenities coordinated, promoted, or provided by the PHA for assisted families, including those resulting from the PHA’s partnership with other entities, for the enhancement of the economic and social self-sufficiency of assisted families, including programs provided or offered as a result of the PHA’s partnerships with other entities, and activities under section 3 of the Housing and Community Development Act of 1968 and under requirements for the Family Self-Sufficiency Program and others. Include the program’s size (including required and actual size of the FSS

program) and means of allocating assistance to households. ([24 CFR §903.7\(l\)\(i\)](#)) Describe how the PHA will comply with the requirements of section 12(c) and (d) of the 1937 Act that relate to treatment of income changes resulting from welfare program requirements. ([24 CFR §903.7\(l\)\(iii\)](#)).

Substantial Deviation. PHA must provide its criteria for determining a “substantial deviation” to its 5-Year Plan. ([24 CFR §903.7\(r\)\(2\)\(i\)](#))

Significant Amendment/Modification. PHA must provide its criteria for determining a “Significant Amendment or Modification” to its 5-Year and Annual Plan. Should the PHA fail to define ‘significant amendment/modification’, HUD will consider the following to be ‘significant amendments or modifications’: a) changes to rent or admissions policies or organization of the waiting list; or b) any change with regard to homeownership programs. See guidance on HUD’s website at: [Notice PIH 1999-51](#). ([24 CFR §903.7\(r\)\(2\)\(ii\)](#))

If any boxes are marked “yes”, describe the revision(s) to those element(s) in the space provided.

B.2 New Activity. If the PHA intends to undertake new activity using Housing Choice Vouchers (HCVs) for new Project-Based Vouchers (PBVs) in the current Fiscal Year, mark “yes” for this element, and describe the activities to be undertaken in the space provided. If the PHA does not plan to undertake this activity, mark “no.” ([24 CFR §983.57\(b\)\(1\)](#) and Section 8(13)(C) of the United States Housing Act of 1937.

Project-Based Vouchers (PBV). Describe any plans to use HCVs for new project-based vouchers. If using PBVs, provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan.

B.3 Most Recent Fiscal Year Audit. If the results of the most recent fiscal year audit for the PHA included any findings, mark “yes” and describe those findings in the space provided. ([24 CFR §903.11\(c\)\(3\)](#), [24 CFR §903.7\(p\)](#))

B.4 Civil Rights Certification. Form HUD-50077, *PHA Certifications of Compliance with the PHA Plans and Related Regulation*, must be submitted by the PHA as an electronic attachment to the PHA Plan. This includes all certifications relating to Civil Rights and related regulations. A PHA will be considered in compliance with the AFFH Certification if: it can document that it examines its programs and proposed programs to identify any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction’s initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction. ([24 CFR §903.7\(o\)](#))

B.5 Certification by State or Local Officials. Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, including the manner in which the applicable plan contents are consistent with the Consolidated Plans, must be submitted by the PHA as an electronic attachment to the PHA Plan. ([24 CFR §903.15](#))

B.6 Progress Report. For all Annual Plans following submission of the first Annual Plan, a PHA must include a brief statement of the PHA’s progress in meeting the mission and goals described in the 5-Year PHA Plan. ([24 CFR §903.11\(c\)\(3\)](#), [24 CFR §903.7\(r\)\(1\)](#))

B.7 Resident Advisory Board (RAB) comments. If the RAB provided comments to the annual plan, mark “yes,” submit the comments as an attachment to the Plan and describe the analysis of the comments and the PHA’s decision made on these recommendations. ([24 CFR §903.13\(c\)](#), [24 CFR §903.19](#))

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the Annual PHA Plan. The Annual PHA Plan provides a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA’s operations, programs, and services, and informs HUD, families served by the PHA, and members of the public for serving the needs of low- income, very low-income, and extremely low- income families.

Public reporting burden for this information collection is estimated to average 4.5 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

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

Appendix B. 1 Plan Elements Revised

B.1 Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions

HAMC is instituting an HCV preference for non-elderly persons living with disabilities (10 Points) who are transitioning out of institutional and other segregated settings, at serious risk of institutionalization, or at risk of becoming homeless.

HAMC is instituting a preference pursuant to HUD Notice 2013-21, to establish a preference for those who meet the HUD definition of homelessness. Referrals for the homeless preference will be provided through Maricopa County/Phoenix HUD-funded Continuum of Care. Additionally, the preference is based on the understanding that:

1. this preference will be subordinate to the HUD regulatory preference for persons who are displaced by government action or a presidentially-declared disaster; and,
2. these preferences are merely preferences, and not requirements, for housing at Casa Bonitas. All applicants that meet the normal eligibility requirements for the Section 8 program are still eligible for housing and, if there are no preference-eligible residents on the waiting list, owners will not hold units open because of the residency preference. In these situations, owners must admit the next program-eligible household on the waiting list.

This preference will be instituted for the development referred to as Casa Bonitas, and include the following HAMC properties:

Peoria

- Varney Homes: 11503 N. 82nd Drive, Peoria, AZ
- Parkview Estates: 10950 North 87th Avenue, Peoria, AZ
- John Hammond Homes, 8500 West Washington, Peoria, AZ

Tolleson

- Baden Homes: 1003 N. 93rd Avenue, Tolleson, AZ
- John Hollar Homes, 9201-9203 West Roosevelt Tolleson, AZ

Guadalupe

- Father Fidelis : 9209 Calle Tomi, Guadalupe, AZ

Surprise

- Paradise Homes: 12618 Paradise Lane, Surprise, AZ
- Casa Bonitas Homes: 12976 Cottonwood, Surprise, AZ

El Mirage

- Villa Monte Rosa: 14001 N. 5th Ave, El Mirage, AZ
- Flora Statler Homes: 1412 North First Avenue, El Mirage, AZ

A number of HAMC properties converted from Public Housing to PBV or PBRA in recent years, and once the property converts, eligible residents have a new "choice mobility" option which allows the resident to request a Housing Choice Voucher the household can use to select a rental unit in the private market. Under the PBV program, the resident may request an HCV after living in a RAD converted property for 1 year. Under the PBRA program, they can request HCV after having lived at the RAD-converted property for 2 years. Residents exercising their choice mobility rights will receive priority on HAMC's waitlist.

B.1 Financial Resources

Sources	Planned \$	Planned Uses
1. Federal Grants		
a. Project Based Rental Assistance	3,349,191	PBRA Property operations
b. Annual Contributions for Housing Choice Voucher – Based Assistance – Subsidy	13,824,132	Housing and Utility Voucher payments for the HCV Program for Port-Outs and S8 Project based vouchers.
c. Annual Contributions for Housing Choice Voucher – Based Assistance - Administration	990,301	Operating/Administrative Expenses
d. FSS Family Self Sufficiency	138,000	Grant Awarded for FSS programming
2. Other Income Non Federal Sources		
a. Tenant Rents	1,651,656	Rental to fund operations and maintenance for Public Housing properties
b. Affordable Housing Program	\$1,500,000	Funds will be used for development of Norton
c. Resident Support Services-Madison	\$61,800	Funds on site Resident Support Services
d. Resident Support Services-Coffelt	\$158,448	Funds on site Resident Support Services
e. Bridge to Permanency Program	\$1,003,702	Housing Assistance Payments and Supportive Services for Special Populations
f. TBRA Homelessness	\$273,599	Housing Assistance Payment and Supportive Services for Special Populations
g. Arizona Community Foundation	\$100,000	Predevelopment Funds for Claire Feldstat
h. Valley of the Sun United Way-Resident Programs	\$50,000	Resident Programming
i. Mercy Maricopa Integrated Care	\$1,000,000	Housing Programs and Services
j. Mercy Maricopa Integrated Care	\$1,530,000	Housing Programs and Services-Rental Subsidy
k. Heathcare Providers	\$100,000	Housing Support Services and Health Initiatives
l. Tribal Grants	\$100,000	Housing Programs and Services
Total Resources	\$25,830,829	

B.1 Rent Determination

HCV Administrative Policy Chapter 10.5 Payment Standards for the Voucher Program

The Payment Standard is used to calculate the housing assistance payment for a family and is based on Fair Market Rents (FMR) published by HUD on an annual basis. Maricopa County is included in the Phoenix Metropolitan Statistical Area (SMA) Fair Market Rents.

HAMC will maintain the payment standards at a minimum of 90% and a maximum of 110% of the published FMR. HAMC will review and analyze the payment standards on an annual basis but will not revise the payment standards each year when the new FMR's are published if the current payment standards remain at a minimum of 90% and a maximum of 100% of the newly published FMR's.

When reviewing the payment standard on an annual basis, HAMC will consider the available budget authority and determine if a reduction in payment standards is needed including an amount below 90% of the published FMR, to assist a maximum number of households up to HAMC's baseline allocation. If it is determined that payment standards below 90% of FMR is needed, a waiver will be secured from HUD with corresponding justification.

Case by case reviews of a higher payment standard will be considered as a reasonable accommodation for a family that includes a person with disabilities. If appropriate, HAMC will approve a payment standard up to 120% of the FMR.

Effective January 1, 2019, HAMC increased the payment standard for 1 and 2 bedroom units to 100% of the FMR, and 0, 3, and 4 bedroom units to 90% of the FMR, updating the Payment Standards as follows:

Bedroom Size	Fair Market Rent 2019	HAMC Payment Standard
0	\$744	\$670
1	\$868	\$868
2	\$1073	\$1073
3	\$1551	\$1396
4	\$1776	\$1598
5	\$1951	\$1833
6	\$2206	\$2072

Appendix B. 2 New Activities

B.2 Housing Choice Voucher – Administrative Plan Changes & New Activities

Administrative Plan Changes

Chapter	Subject	Comments
1.14	Violence Against Women’s Act	Added language regarding termination of assistance to those who commit VAWA acts.
1.7	Nondiscrimination	Added HAMC shall not . . . deny an individual opportunity to participate in HAMC HCV programs with prior drug charges if a person has issues of mental health.
1.8	Addressing Barriers to Equal Housing Opportunities	Added HAMC’s decision to address housing barriers for justice involved.
2.10	Absent Family Members	Added language allowing family member who is in pre-trial status and stay or other involvement in the criminal justice system
2.16	Social Security Number	SSN to be provided for all members regardless of age within 90 days unless they are an ineligible non-citizen.
2.2	Social Security Numbers	Added social security numbers are required for all household members
2.3	Eligibility Factors	Added an applicant must sign consent authorization documents.
2.19	Other Criteria for Admissions	<p>Added HUD prohibits program participation by any family member who has been convicted of manufacturing or producing methamphetamine on the premises of federally assisted property and any family member registered as a lifetime sex offender under a state sex offender registration program. Other cases of justice-involvement will be reviewed on a case-by-case basis.</p> <p>Removed text that no member may have been evicted from Public Housing for any reason during the last three years prior to final eligibility determination.</p> <p>Removed text that persons evicted from other federally assisted housing because of an arrest and/or conviction for drug-related criminal activity are ineligible for admission to HCV programs for a three year period beginning on the date of such eviction. After the three-year period, the person must certify they are no longer engaging in a drug-related criminal activity and demonstrate successful completion of a rehabilitation program approved by HAMC.</p> <p>Removed the family must not have violated any family obligation during a previous participation in the HCV program for three years prior to final eligibility determination.</p> <p>Removed no family member has committed fraud, bribery, or any other corrupt or criminal act in connection with any federal housing program within the last three years prior to final eligibility determination for the first offense.</p>
2.20	Tenant Screening	Added “HAMC has no liability or responsibility to the owner . . . for the family’s behavior or suitability for tenancy.”

Chapter	Subject	Comments
3.4	Preferences	Added Non-elderly person with disabilities (10 Points) who are transitioning out of institutional and other segregated settings, at serious risk of institutionalization, or at risk of becoming homeless
3.11	Targeted Funding	Added that HAMC administers Mainstream, VASH, FUP and Governor's Initiative to Address Homelessness (H2)
4.2	Briefing	Removed prohibition of children from attending briefing.
5.3	Earned Income Disallowance	Earned Income Disallowance policy updated to reflect 12 consecutive and 24 cumulative months versus 12 cumulative and 48 cumulative months, and maximum two-year disallowance.
5.5	Definition of Temporarily/Permanently Absent	Amended Absence due to incarceration to 90 consecutive days.
5.9	Minimum Income	Amended zero income policy to pull an EIV report every 6 months days for any families reporting zero income households.
6.8	Verification of Income	Amended to require 2 consecutive pay stubs. 30 days worth of pay stubs unless pay cycle is monthly, if monthly pay 2 consecutive pay stubs.
6.9	Verification of Assets	Amended policy to verify assets <\$5,000 at eligibility and every 3 years thereafter.
6.10	Family Composition	Revised to reflect the Equal Access Final Rule changes to the definition of a family and added HAMC will provide equal access to HUD programs without regard to a person's actual or perceived sexual orientation, gender identity or marital status in accordance with the Equal Access Rule.
7.6	Term of Voucher	Added VASH vouchers are valid for a period of 120 calendar days from the date of issuance.
8.4	Lease Review	Added HAMC may approve an initial lease term of less than one (1) year for VASH participants.
9.1	General HQS	Minimum QC HQS inspections will be in accordance with SEMAP guidelines.
9.3	Timing of HQS Inspections	Timing of HQS inspections – Clarified that units will be inspected at least once every 24 months (bi-ennial). There was no clear policy on what units would be subject to annual inspections.
9.7	Abatement and Contract Termination	Added the HAMC will not charge a reinspection fee to owners.
10.3	Making Payments to Owners	Changed if payment is delayed to owner beyond the 10 th day (was 5 th), HAMC will pay late fees to owner not to exceed \$50.
11.4	Interim Recertifications/Changes in Income	Amended policy to increases of income over \$200 per month or is reporting zero income. Also, if increase in income due to the change reported timely to be effective after 30 days notice.

Chapter	Subject	Comments
12.2	Permissible Moves	Added language related to VAWA. Amended policy that requires families to lease in their unit for at least one year before a voluntary move will be permitted. Additionally, a move will be allowed if their scheduled annual recertification date is within 120 days. Families claiming no income will not be permitted to move until HAMC has assessed the nature of the family's accessible resources to move.
12.3	Portability	Updated policy to be in compliance with the Streamlining the Portability Process final rule.
12.4	Billing Procedures	Updated policy to be in compliance with the Streamlining the Portability Process final rule.
14.6	Notice of Termination of Assistance	Amended to state the owner will be notified if the termination is rescinded, otherwise, the HAP Contract with the owner will also terminate effective the last day of the month in which the housing assistance was terminated.
16.2	Program Fraud	<p>Amended policy to state any amounts owed to HAMC under \$200 must be repaid within 30 days. For amounts owed greater than \$200, the family will be required to enter a repayment agreement within 30 days with a \$200 deposit and repay the debt within 12 months from the effective date of the repayment agreement.</p> <p>Any 2nd offense must be repaid within 30 days. Any further failure to report or unreported income will be grounds for termination and no repayment agreement will be offered.</p> <p>Amended to state that repeated offenses (2 or more) must be repaid within 30 days and no repayment agreement will be offered. If the debt is not paid within 30 days, family will be referred for immediate termination.</p> <p>Removed language referencing processing time of the HAMC. Amended policy to refer amounts over \$5,000 to the Office of the Inspector General.</p>
17.6	Added = Selection of Hearing Officer	<p>17.6 . SELECTION OF HEARING OFFICER</p> <p>The informal hearing will be conducted by an impartial person or persons appointed by the HAMC , other than the person who made or approved the HAMC action under review, or a subordinate of such person. The Executive Director will select hearing officers on a volunteer basis who live or work in the HAMC's jurisdiction to serve up to two years consecutively with a maximum term of no more than five years. The hearing officer brings some essential qualities to the role. The Hearing officer should be an individual with a reputation for ethical behavior and responsibility within and/or outside of the agency which include the following attributes:</p> <ul style="list-style-type: none"> • Fairness • Impartiality • Thoroughness • Timeliness

Chapter	Subject	Comments
20.6	PIC Data	Added language that HAMC may review SEMAP PIC data monthly to ensure high performance.
21.14 B.	PBV Rent Adjustments	<p>Policy amended to read:</p> <p>(b) <i>Amount of rent to owner.</i> Except for certain tax credit units as provided in paragraph (c) of this section, the rent to owner must not exceed the lowest of:</p> <p>(1) An amount determined by the PHA, not to exceed 110 percent of the applicable fair market rent (or any exception payment standard approved by the Secretary) for the unit bedroom size minus any utility allowance;</p> <p>(2) The reasonable rent; or</p> <p>(3) The rent requested by the owner.</p> <p>Added PBV rent adjustments for LIHTC language.</p>
23.5	Special Housing and Ineligible Housing Types	Shared housing may be considered for TBRA program.

Tenant Based Rental Assistance

HAMC and the Maricopa County Human Services Department may expand a pilot program for tenant based rental assistance for individuals and families who are homeless or at risk of becoming homeless.

Project Based Vouchers

Projected # of PBV Units	General Location
30	Surprise, AZ
40	Avondale, AZ
20	Buckeye, AZ
100	HAMC jurisdiction
20	Mesa, AZ
20	Mesa, AZ

HAMC intends to use 30 Project Based Vouchers on non-RAD units at its Heritage at Surprise (PIC Development Nos. AZ009000007 / AZ009000015). Heritage is a 100-unit PHA-owned project that will include a HAP for 70 scattered site units and a separate HAP for 30 PBVs. HAMC will have sufficient budget authority available at contract execution estimated to occur February 2020.

HAMC intends to use 40 Project Based Vouchers at its Norton Circle development. HAMC is proposing to redevelop the project, increasing density from 46 units to 70 units by building a new energy efficient project with amenities competitive in the rental market. The redevelopment of Norton Circle would be financed using Tax Exempt Private Activity Bonds issued by the Industrial Development Authority of Maricopa County (IDA), 4% or 9% Low Income Housing Tax Credits and National Housing Trust Funds from the Arizona Department of Housing (ADOH). The project may be developed in partnership with Gorman and Company who worked with HAMC on its RAD conversions and implementing the development strategy with HAMC.

H.M. Watson Homes has been in service since 1958 and has 20 units; 1 one-bedroom unit, 7 two-bedroom units, 10 three bedroom units and 2 four-bedroom units. HAMC is in the process of evaluating the best re-use of the property given the changing dynamic of the Buckeye community and their housing needs. The Agency is exploring the possibility of using a combination of PBVs, HUD Section 811 Project Rental Assistance (PRA) Program or engaging the Healthcare community to providing integrated supportive housing for people with disabilities.

Maricopa Revitalization Project includes 35 single family homes that are being evaluated to determine the feasibility of increased density, HAMC intends to place up to 20 Project Based Vouchers as a result.

Clare Feldstat I & II is a 56 unit Multi Family project located in Mesa Arizona. HAMC is in the process of evaluating the best re-use of the property given the needs of Mesa. The Agency is exploring the possibility of using a combination of PBVs and market affordable rents to occupy the site and increase housing options in the area.

HAMC may request proposals or consider proposals for up to 100 project-based vouchers. Locales are to be determined, but will be in areas determined higher opportunity for the purposes of increasing housing options in the Maricopa County jurisdiction.

New or Expanded Rental Assistance Programming

The HAMC expanded its partnership with Mercy Maricopa Integrated Care in its BRIDGE to Permanency Programming from initially 50 subsidies, then to 100. HAMC will seek to contractually increase to 150. To date, 60 participants have moved on (“bridged”) to the traditional HCV program.

HAMC was successful in its bid to partner with the PHX VA in delivering affordable housing with an array of supportive services to Veterans experiencing homelessness. HAMC was awarded 5 vouchers to be administered in partnership with the VA.

HAMC was also successful in its application to HUD for Mainstream Vouchers. Effective March 1, 2019, 45 Mainstream vouchers will be administered by HAMC in partnership with Ability360, Mercy Maricopa Integrated Care, AHCCCS, Maricopa County Human Services, and Department of Economic Security/Division of Developmental Disabilities and will focus on delivering affordable housing and necessary supportive services to non-elderly disabled persons who are institutionalized, in danger of being institutionalized, homeless, or in danger of becoming homeless.

The State of Arizona's Medicaid Department AHCCCS, the regional behavioral healthcare authority called Mercy Care, and the Housing Authorities of Maricopa County, Phoenix, and Tempe came together to house 100 street homeless and call their efforts

Project h2 Healthcare and Housing. Arizona's Medicaid Department will pay rental subsidy through Mercy Care for the initial 12-24 months. The Housing Authorities will then "bridge" the 100 individuals onto their permanent Housing Choice Voucher programs once they are stabilized with help from their health plans and supported housing providers.

HAMC and the Arizona Department of Child Safety partnered in an application to HUD for Family Unification Vouchers. Effective March 1, 2019, these 29 vouchers will enable HAMC to help children be safe and secure and not subject to neglect because of homelessness or inadequate housing. These vouchers will also enable HAMC in being a resource to youth who have left the foster care system.

HAMC may use rental subsidies (HCV, VASH, FUP, Mainstream, Bridge to Permanency, TBRA, H2) programs for properties managed, operated or developed to provide housing solutions for low income families, seniors, veterans or persons with disabilities.

HAMC may provide an HCV for households living in HAMC properties who may need to be relocated because of redevelopment or development activities.

In accordance with the Housing Opportunities Through Modernization Act (HOTMA), PHA owned units may be assisted under the PBV program without following a competitive process and HAMC may add eligible units within the same project to a HAP contract anytime during the term without being subject to any additional competitive process.

HAMC will submit to HUD a Letter of Interest or Application to the Moving to Work Demonstration Program when the opportunity presents itself.

HAMC will continue to look for other ways to offer housing assistance by partnering with outside agencies. HAMC is dedicated to offering housing outside the traditional subsidized housing in its pursuit to assist our community's most vulnerable populations.

Appendix B. 3 Audit

B.3 Most Recent Fiscal Year Audit

The Housing Authority of Maricopa County respectfully submits the following Corrective Action Plan for the year ended 2018. The audit finding from the Schedule of Findings and Questioned Costs for the year ended June 30, 2018 is discussed below. The finding is numbered consistently with the number assigned in the schedule provided by the independent accounting firm Maletta & Company, CPAs, 43 Enterprise Drive, Bristol, Connecticut 06010.

FINDINGS RELATED TO THE FINANCIAL STATEMENT AUDIT AS REQUIRED TO BE REPORTED IN ACCORDANCE WITH GENERALLY ACCEPTED GOVERNMENT AUDITING STANDARDS

2018-001 Eligibility Housing Choice Voucher – CFDA #14.871

Condition and Criteria: Income calculations performed during examinations contained errors and documentation obtained to determine income was insufficient or incomplete. PHA's are required to determine income eligibility and calculate the tenant's rent payment using documentation from third-party verifications in accordance with its policies.

Effect or Potential Effect: Overpayment of housing assistance due to incorrect income calculations.

Cause: Staff turnover and interpretation of administrative policy procedures

Context: A sample of 40 files were selected for audit from a population of 1,600. The test found 13 instances of income calculation errors, nine of which resulted in overpayment of HAP and four instances in underpayment of HAP. Our sample was a statistically valid sample.

Questioned Costs: Annualized income calculation errors totaled \$6,359 in excess HAP paid to landlords.

Corrective Action/Actions Taken: HAMC will correct the calculation/payment errors identified in the audit. HAMC will increase quality control reviews and reassess staff training needs to assist in maintaining compliance by enforcing program procedures and increasing file consistency amongst housing specialists.

Target Completion Date: Corrective action will be taken by March 2019.

Appendix B. 4 Civil Rights Certification

Civil Rights Certification
(Qualified PHAs)

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
OMB Approval No. 2577-0226
Expires 02/29/2016

Civil Rights Certification

Annual Certification and Board Resolution

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official, I approve the submission of the 5-Year PHA Plan for the PHA of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the public housing program of the agency and implementation thereof:

The PHA certifies that it will carry out the public housing program of the agency 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, and will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those program, addressing those impediments in a reasonable fashion in view of the resources available and working with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and by maintaining records reflecting these analyses and actions.

Housing Authority of Maricopa County
PHA Name

AZ009
PHA Number/HA Code

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

Name of Authorized Official	Title
Bill Gates	Chairman, Board of Commissioners
Signature	Date April 24, 2019

Appendix B. 5 Certification by Local Officials

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

U. S Department of Housing and Urban Development

Office of Public and Indian Housing

OMB No. 2577-0226

Expires 2/29/2016

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

I, BRUCE LIGGETT, the DIRECTOR, MARICOPA CTY HUMAN SERVICES
Official's Name *Official's Title*

certify that the 5-Year PHA Plan and/or Annual PHA Plan of the

HOUSING AUTHORITY OF MARICOPA COUNTY
PHA Name

is consistent with the Consolidated Plan or State Consolidated Plan and the Analysis of

Impediments (AI) to Fair Housing Choice of the

MARICOPA COUNTY
Local Jurisdiction Name

pursuant to 24 CFR Part 91.

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

~~THE HOUSING AUTHORITY'S PHA PLAN AND THE MARICOPA COUNTY CONSOLIDAETD PLAN
 BOTH OUTLINE PIRORITIES TO PROVIDE AFFORDABLE HOUSING OPPORTUNITIES TO LOW
 INCOME RESIDENTS AND OPPORTUNITIES TO ASSIST REISDENTS IN ACHIEVING SELF
 SUFFICIENCY. BOTH THE HOUSING AUTHORITY AND MARICOPA COUNTY SEEK TO REDUCE
 IMPEDIMENTS TO FAIR HOUSING BY ALIGNING ITS FAIR HOUSING EFFORTS WITH THE REG AI.~~

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

Name of Authorized Official BRUCE LIGGETT	Title DIRECTOR, MARICOPA COUNTY HUMAN SERVICES DEPARTMENT
Signature	Date

Appendix B. 6 Progress Report

B.6 Progress Report

The Mission of the Housing Authority of Maricopa County is to improve the quality of life of families and strengthen communities by developing and sustaining affordable housing programs; and to become a leading housing authority by exemplifying best practices, offering innovative affordable housing programs, and expanding accessibility throughout Maricopa County. HAMC's progress in meeting its Mission and Goals:

Increase opportunities for our residents to move beyond their housing needs towards self-sufficiency.

HAMC has built partnerships with other local government and nonprofit agencies to increase services and resources available to HAMC residents and HCV voucher holders to move towards personal development, education, and employability. Of note, HAMC has maintained linkages to Maricopa County Human Services Department programming allowing HAMC residents and voucher holders to improve their credit scores, obtain GED certificates, attend college, earn workforce/technology certificates, increase wage based incomes, and reduce reliance on welfare assistance. Elderly and disabled families benefit from these partnerships through improved access to programming such as SAIL case management and personal care and home health assistance.

The relationship with Maricopa County Human Services has been expanded to include properties and participants in its RAD conversions. Coffelt and Madison Heights have access to resident services provided by many partners to include Maricopa County Human Services, A New Leaf, Valle de Sol, Avondale Elementary School District, Kid's Café with St Mary's Food Bank, City of Phoenix Parks and Recreational Department and Si Se Puede Robotics Program. The services include access to clinical services, recreational activities, STEM & after school programming with snacks, workforce connections, training/education, access to head start, referrals for assistance from Community Action Agencies and senior programming.

Twenty (22) residents engaged as Resident Liaisons - working in their housing community or with direct service partners. These "Earn and Learn" opportunities helped encourage self-sufficiency goals.

The 2018 Summer USDA and Kids Café after School Meal Program partnership with St. Mary's Food Bank served 7,450 meals to youth. Housing communities of Avondale (Madison and Rose Terrace), Guadalupe, Phoenix (Coffelt). New opportunity for our housing families to participate in both the School Year and Summer Back Pack Nutrition Program added to the partnership. Sixty five (65) families in Mesa, Avondale and El Mirage benefitted weekly from this program.

CPLC Parenting Arizona enrolled /served 34 families from our Guadalupe community. Parenting Center services and ongoing support included, Family Counselling, Domestic Violence prevention, WIC, Nutrition and Food Boxes, Immigration, and Mental Health support referral.

Rose Terrace Access Point Maricopa Workforce partnership served the needs of 52 residents interested in workforce and career development support services.

Successful completion of the 2018 ROSSSC Program included new on-site service partnerships and expansion of service support activities for families, youth and seniors. HUD national recognition was received through HAMC's selection to participate in the national ROSSSC training webinar. One hundred fifty-four (154) ROSSSC Grantees participated in this service delivery innovation and resident engagement strategy workshop. 2018 Service Partner Relationships Expansion of existing Services are listed below:

- Maricopa County Public Health Community Health Worker Certification Program, Maricopa County-certified a community resident to serve in support of senior health initiatives
- Maricopa County Workforce 365 - added two new Access Point Workforce locations at housing sites
- New Leaf Family Resources domestic violence prevention and homeless services,
- Touchstone Behavioral Health Substance Abuse Prevention/ Teen Personal Safety Services and Medication Safety for Seniors (25 families/ 20 Teens, 19 Seniors served)
- Family Bridges Teen and Family Parenting on going workshop series(12 enrolled@ Madison Heights)
- AARP Senior Employment Career Program- Additional 3 AARP assigned trainees in 2018 to support resident services programs

- Care 1st Avondale and the Resident Liaison Health Training workshops, provided 10 residents with Safety and First Aid Certification Training
- St Mary's Food Bank Kids Café Back Pack Program and expansion of Kids Café after school sites- 2 additional sites added in 2018- total of 5 after-school program sites
- CPLC Family Resource Center (FRC) 0-5 support services that now includes services to families with school aged children and a new afterschool child watch service program

HAMC identified as a Lead Partner in Valley of the Sun United Way's Read on Avondale School Attendance and Avondale Public Library Read 365 Project. 120 enrolled families and youth are involved in this "school to home" year-round education and parent involvement initiative.

Increase housing options in underserved communities.

HAMC participated on the Maricopa Continuum of Care Board's Leadership Team to guide an in-depth analysis of the homeless services system in Maricopa County, and was a participant in the Regional Continuum of Care's effort to end youth homelessness through the development of a Youth Homeless Demonstration Program in Maricopa County.

HAMC has assumed a seat on the Maricopa Continuum of Care Committee. This Committee is a collaborative of cross-sector stakeholders providing housing and services to people experiencing homelessness in Maricopa County. The purpose of the Committee is to leverage relationships and diverse expertise to actively advance the broad community goals of preventing and ending homelessness throughout the region.

The HAMC expanded its partnership with Mercy Maricopa Integrated Care in its BRIDGE to Permanency Programming from initially 50 subsidies, then to 100, and now to 150. To date, ~60 participants have moved on ("bridged") to the traditional HCV program.

HAMC was successful in its bid to partner with the PHX VA in delivering affordable housing with an array of supportive services to Veterans experiencing homelessness. HAMC was awarded 5 vouchers to be administered in partnership with the VA.

HAMC was successful in its application to HUD for Mainstream Vouchers. 45 Mainstream vouchers will be administered by HAMC in partnership with Ability360, Mercy Maricopa Integrated Care, AHCCCS, Maricopa County Human Services, and Department of Economic Security/Division of Developmental Disabilities and will focus on delivering affordable housing and necessary supportive services to non-elderly disabled persons who are institutionalized, in danger of being institutionalized, homeless, or in danger of becoming homeless.

HAMC and the Arizona Department of Child Safety partnered in an application to HUD for Family Unification Vouchers. These 29 vouchers will enable HAMC to help children be safe and secure and not subject to neglect because of homelessness or inadequate housing. These vouchers will also enable HAMC in being be a resource to youth who have left the foster care system.

HAMC intends to dispose of the 70 single family home portfolio in the west valley as units are vacated and subsidy moved to the Heritage at Surprise Development.

All HAMC properties, through HUD's RAD program, converted to Section 8 rental assistance and is undergoing rehabilitation and/or redevelopment. The redevelopment of two of HAMC's largest properties, Madison Heights and Coffelt, is complete. The Heritage at Surprise development closed. The rehabilitation of the Casa Bonita portfolio which consists of 282 units is underway as is the construction of the River at Eastline Village project.

Promote employee growth and build organizational capacity in support of the agency becoming a High Performer.

HAMC Housing Choice Voucher program has exceeded high quality standards and maintained a HUD “High Performer” status four years consecutively. HAMC has been very successful in its quest to increase housing options for underserved communities. In 2018, the Housing Programs housed 1692 families. This created an economic impact of \$13,994,621 in our local economy.

The Board of Commissioners supported HAMC in the establishment of an affiliate non-profit for the purposes of aiding HAMC in its endeavor to increase housing options in Maricopa County. In August 2017, the Board approved Gem Housing Solutions Articles of Incorporation and Bylaws, and in November 2017 approved the appointments of Gloria Munoz, Mario Aniles, and Irma Hollamby to the Board of Directors. The nonprofit was incorporated in December 2017.

One strategy HAMC employed to promote organizational growth and build capacity is through the cultivation of partnerships with community agencies and other industry organizations as a resource for information and industry trends. To that end, the Executive Director is President of the Arizona Housing Directors Association and Arizona Housing Alliance, and a Board member of the Arizona Multihousing Association. The Director of Administration & Housing Services serves on the Maricopa Association of Government’s Continuum of Care Committee and as Membership chair for the National Association of Housing and Redevelopment Officials, Arizona Chapter. Additionally, we are a partner in Maricopa County’s Hand In Hand Collaborative – a group of representatives from Maricopa County Correctional Health Services, (CHS), Justice Systems Planning & Information (JSPI), Human Services Department (HSD), Housing Authority of Maricopa County (HAMC), and Mercy Maricopa Integrated Care (MMIC), who have created a partnership to reduce recidivism, and connect people experiencing homelessness, and are justice engaged, to appropriate housing, and supportive services. All these organizations provide industry updates on the local, state and federal level, and this information is shared with staff.

HAMC continues to pilot HUD’s new inspection protocol called UPCS-V. This new protocol is to enhance the consistency and objectivity of the inspection process, and to provide more information about the condition of individual housing units. Through this initiative, HUD aims to clarify and streamline inspection processes for housing authorities and inspectors while increasing owners’ and tenants’ access to detailed information about their homes in a national database. The HCV Inspections Department is on track working with HUD on their pilot program.

Emphasize organizational performance and results by being responsive to our customers.

FY2018 Audit resulted in an “Unmodified” audit opinion (the best audit opinion that can be obtained). The agency continues to show it can respond to increased financial complexity as we continue to evolve by ensuring investment in our infrastructure and human capital is maintained and areas of improvement addressed. Feedback from our audits, consultants, partners, and other stakeholders continues to be a major factor in prioritizing our resources and an ongoing source of validation that external expectations are being met. Our Mixed Finance sites were also provided “Unmodified” opinions allowing us to remain compliant with our lenders and partners. We strive to maintain a high level of integrity, accuracy, and prudence in our financial stewardship, as evidenced by our financial performance, and remain leaders in our industry due to the mission focus and forward thinking of our Director and dedication and capacity of our staff.

With an eye on designing the team now that we need to achieve our goals for the future, we realized HAMC had outgrown its enterprise system. HAMC has implemented Yardi Voyager, a cloud-based management and accounting platform. Yardi features automation, reporting and analytics, customer portals, and integration of our systems and data.

In 2018, HAMC maintained an overall occupancy of 98% throughout its portfolio. A total of 1049 families were housed at HAMC properties. 120 units were modernized. Rose Terrace and Maricopa Revitalization Program equity partners exits designating HAMC as sole owner. HAMC’s first Management and Occupancy Report was conducted by HUD and passed with a “Satisfactory” rating validating the preparedness of the organization for the RAD conversion. RAD conversions were completed for the HAMC portfolio totaling 493 units converted:

Maricopa Revitalization – 35 units

Rose Terrace – 120 units

Clare Feldstat (Eastline) – 56 units

Father Fidelis – 48 units

Casa Bonitas – 234 units

HAMC, Maricopa County Human Services Department, Correctional Health Department, Justice Systems Planning & Information Department, Mercy Maricopa Integrated Care, Native American Connections, and a number of other community based partners, formed a partnership to connect people experiencing homelessness and who have been or are justice involved to appropriate housing and supportive services. This partnership, the Hand In Hand Collaborative (*from which our little Justice Involved Tenant Based Rental Assistance program was born*), was recognized by the National Association of Counties as one of its 2018 award winners.