

PHA 5-Year and Annual Plan		U.S. Department of Housing and Urban Development Office of Public and Indian Housing			OMB No. 2577-0226 Expires 4/30/2011	
1.0	<b>PHA Information</b> PHA Name: Virgin Islands Housing Authority    PHA Code: VQ 901 PHA Type: <input type="checkbox"/> Small <input type="checkbox"/> High Performing <input type="checkbox"/> Standard <input checked="" type="checkbox"/> HCV (Section 8) PHA Fiscal Year Beginning: <b>01/2012</b>					
2.0	<b>Inventory</b> (based on ACC units at time of FY beginning in 1.0 above) Number of PH units: 3212    Number of HCV units: 1469					
3.0	<b>Submission Type</b> <input type="checkbox"/> 5-Year and Annual Plan <input checked="" type="checkbox"/> Annual Plan Only <input type="checkbox"/> 5-Year Plan Only					
4.0	<b>PHA Consortia</b> <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below.)					
	Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program	
	PHA 1:				PH	HCV
	PHA 2:					
	PHA 3:					
5.0	n/a annual plan only					
5.1	n/a annual plan only					

5.2 Not Required

6.0  
Key Staff  
listing

**PHA Plan Update**

(a) **Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission:**

Eligibility, Selection and Admission Policies: No revision since VIHA’s last annual plan submission

Rent Determination: No policy revision since VIHA’s last annual plan submission.

Deconcentration: n/a Section 8 Only Plan

Grievance Procedures: No revision since VIHA’s last annual plan submission

Community Service and Self-Sufficiency: No policy revision since VIHA’s last annual plan submission

Financial Resources:

Source	Planned Dollars	Planned Use
a) Annual Contributions for Section 8 Tenant-Based Assistance (FY 2010)	\$12,447,117.00	Housing Choice Voucher HAP and Administrative Operations

Safety and Crime Prevention: N/A Section 8 Only Plan

Pet Policy: N/A Section 8 only plan

Violence Against Women Act: No policy revisions since VIHA’s last annual plan submission

**6.0 (b) Identify the specific location(s) where the public may obtain copies of the 5 year and draft Annual PHA Plan.**

The Virgin Island’s Housing Authority FY 2012 Annual Plan Update is available for public viewing beginning October 5, 2011 through November 18, 2011 from 8:00am to 5:00 pm, Monday through Friday at the following locations:

St. Thomas—VIHA Central Office  
#402 Estate Anna’s Retreat  
Charlotte Amalie  
St Thomas, U.S. Virgin Islands 00802  
(340) 777-8442

St Croix—VIHA Central Office  
Kingshill #5  
Estate Bethlehem  
St. Croix, U.S. Virgin Islands 00851  
(340) 778-8442

7.0	<p>(a) <b>Project-based Vouchers.</b> The Virgin Islands Housing Authority Housing Choice Voucher Program administers 42 Project Based units in the St. Thomas District and 80 Project Based units in the St. Croix District. The 42 Project Based units in the St. Thomas District are located at the Patriot Manor Community. The 80 Project Based units in St. Croix are located at the Croixville community. The VIHA intends to increase the number of Project Based units associated with the Housing Choice Voucher Program. (Note: Amended language to the Administrative Plan 2008 – Resolution 3283)</p> <p>(b) VIHA has awarded 25 Project Based Vouchers to the Louis E Brown Phase I Development. Lease up is scheduled to begin in late 2011.</p> <p>(c) VIHA plans to implement a Section 8 homeownership program and will make approximately 20 vouchers available for this purpose.</p>
8.0	<p>(a) <b>Not Required</b></p>
9.0	<p><b>Not required. Applies only with 5 Year Plan.</b></p>

10.0	<p>VIHA has progressed in meeting its strategic goals outlined in the 2010-2014 5 year plan as follows:</p> <p><b><u>VIHA Strategic Goal No. 1: Increase and sustain management and operational efficiency and adherence to commitments made to HUD including the Memorandum of Agreement (MOA), Strategic Operations Work (SOW) Plan, organizational realignment of responsibility and accountability for VIHA staff members.</u></b></p> <p><u>Goal No.1 Objectives:</u></p> <p>A. <u>Implement Memorandum of Agreement (MOA) signed July 2009.</u> Implement, manage and document timely reporting on MOA Targets and Strategies to accomplish all performance requirements.</p> <p>Status: VIHA completed approximately one-third of the 264 task in the first year of the MOA. Documentation was forwarded to the HUD PR Field Office for review and confirmation. Subsequently, HUD informed VIHA that the second year MOA would not be undertaken as it was HUD’s intent to modify the MOA process and develop a new Recovery and Sustainability Plan.</p> <p>B. <u>Implement Management Recommendations.</u> Implement applicable recommendations for the improvement of service delivery and operations flowing from various HUD reviews, audits and assessments of VIHA’s operations and programs.</p> <p>Status: VIHA has, on an ongoing basis, implemented a significant number of recommendations identified in HUD’s various management reviews, inclusive of: Stop-Loss Review, IPA audits, REAC and FHEO compliance reviews and Econometric and Nan McKay reports. Documentation of same is in various documents submitted to HUD.</p> <p>C. <u>Realignment of Key VIHA Staff.</u></p> <p>Status: In its August 13, 2011 response to HUD’s Deputy Assistant Secretary, David Vargas, VIHA documented substantial organizational changes and staff realignments to achieve operational efficiency as well as comply with recommendations outlined in the Econometric Inc. AMP Employee Analysis and Management Plan of March 2010.</p> <p>D. <u>Section 504/ADA Compliance.</u></p> <p>Status: On July 7, 2011, VIHA submitted a compliance and status report to HUD. In September 2011, the HUD PR Office of FHEO conducted and onsite inspection to validate the completed items in the report.</p> <p>E. <u>Sustain Improvement of Housing Choice Program.</u></p> <p>Status: In 2011, VIHA received a Standard Performer designation on the SEMAP for the HCVP and subsequently submitted a Corrective Action Plan to improve in three operational areas: waiting list management, leasing and inspections.</p>
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F. Continue Staff Training.

Status: HUD has provided significant technical assistance in a broad array of operational areas including: redevelopment planning, financial training for CFO and Asset Management, limited operational tactical planning, RIM training, procurement training and REAC protocol training in 2011.

G. Informational Technology Improvements.

Status: VIHA has implemented HMS a new software operating system and significant other software enhancements to application software programs. In progress upgrades to management reporting through HMS will yield improvements in productivity during 2011.

H. Energy Savings Initiative.

Status: VIHA has initiated a drafting of an Energy Conservation Policy manual to guide future initiatives. In addition, the Housing Authority has applied for Territorial grant funds to repair cisterns and bring them back on line as part of our water harvesting to reduce consumption from the utility company. Also, VIHA has worked with the Territory Department of Energy to retrofit several developments with energy efficient appliances and solar panels for hot water heaters.

**VIHA Strategic Goal No. 2: Fully implement Asset Management to ensure HUD's compliance and benefits through project base budgeting and accounting, Property Management Services, effective COCC services, energy conservation, site based waiting list management and project-based procurement.**

Goal No 2 Objectives:

A. Project Base Budgeting.

Status: VIHA has with a HUD-sponsored financial consulting services contract implemented project based budgeting with monthly variances at the AMP level. Property Managers are involved in developing the LIH Operating Budget and corrective action with line item variances over 10% monthly.

B. Implement Property Services Allocation/Prorating Staff:

Status: VIHA has implemented specific salary allocation methodology for COCC staff providing services to AMPs. Documentation is provided in the VIHA's August 13, 2011 response to REAC regarding Stop-Loss and Asset Management conversion.

C. Establish and comply with the requirements of Project Base Balance Sheet:

Status: VIHA has implemented the foundational tasks to position it to produce monthly management reports with Balance Sheet at the AMP level.

D. Create a Value Added Central Office Cost Center that maximizes on quality:

Status: VIHA has significant steps toward restructuring the COCC to achieve cost efficiency and work flow effectiveness to create value.

E. Create Site Base Waiting List:

Status: VIHA has implemented the foundational steps to establish a site based waiting list at the Louis E. Brown I. Additional site based waiting list will be adopted as warranted.

F. Create Energy Conservation Policies, Procedures and Processes for Greater Energy Conservation:

Status: VIHA has initiated a drafting of an Energy Conservation Policy manual to guide future initiatives.

G. Create and implement an efficient tailored Site Base Procurement:

Status: VIHA has updated its Procurement Policy and Property Managers have received HUD Subject Matter Expert training in procurement best practices. Procurement training is an ongoing goal and will be continued to be scheduled.

**VIHA Strategic Goal No. 3: Create a roadmap to High Performance that incorporates the new PHAS with its new scoring methodology. Educate and coach staff to ensure full understanding, application of scoring tools, problem solving models that diagnose and improve performance.**

**Goal No 3 Objectives:**

A. **Training and Development with Skill Transfer Measurement and Application:**

Status: VIHA developed a skill assessment tool and evaluated key site staff. As a result, VIHA will provide various training for staff particularly REAC training for site maintenance.

B. **Implement and maximize on the Benefits on how we Improve and Sustain Improved PHAS Scores:**

Status: VIHA has partnered with HUD Real Estate Assessment Center to provide UPCS training for Asset Management staff to improve short term results on the PHAS Scores. In addition, VIHA has implemented several significant recommendations from HUD management reviews that will support the Housing Authority to sustain its improved PHAS Scores.

C. **Understanding and Applying the PHAS Scoring Tool:**

Status: Initial training and use of the PHAS Scoring Tools will be sustained with more focused management and monitoring of key performance indicators.

D. **Develop tools to monitor performance:**

Status: VIHA is finalizing an Asset Management Key Performance Indicators Dashboard, which is an electronic management monitoring tool that we be used to direct resources and attention to underperforming areas of operations.

**VIHA Strategic Goal No. 4: Develop additional affordable housing by means of investigating, designing, partnering and implementing redevelopment initiatives.**

**Goal No 4 Objectives:**

A. **Demolition of Dilapidated and Obsolete Public Housing:**

Status: In 2011, VIHA has submitted a demolition application for Ralph deChabert (264 units) on St. Croix and for twelve (12 units) at Michael J. Kirwan Terrace, St. Thomas.

B. **Modernization of Existing Apartments:**

Status: VIHA has upgraded and repaired several hundred units in disrepair in the last three years. VIHA has a goal to methodically repair all units to be work order free. Approximately one third of the 3,200 units can be categorized as work order free.

VIHA has created a Force Account Vacancy Rehabilitation Team to assist with the rehabilitation of vacant units at William Delight and Walter IM Hodge on St. Croix.

C. **Redevelopment of Affordable Housing Resources:**

Status: VIHA has under construction 102 affordable housing units financed through the Mixed-Finance model on land it currently owns. Two additional phases are in the planning stages.

D. **Acquire Existing Property(ies)::**

Status: VIHA will explore the feasibility of acquisitions through an asset repositioning study to be done by a HUD-sponsored contractor.

E. **Acquire New Affordable Housing Resources:**

Status: VIHA explored the feasibility of purchasing a 36 unit, 6 year old affordable housing development on St. John.

F. Develop Additional Elderly Housing:

Status: VIHA has entered into a land purchase agreement with a private sector owner to buy land for development of an 80 unit senior building on St. Thomas.

G. Develop through Public/Private Partnerships:

Status: VIHA has co-developed 102 units of affordable housing on St. Croix. Also, an RFQ is being finalized for VIHA to partner with a Developer to build 80 units of senior housing on St. Thomas.

H. Creation of a Redevelopment Subsidiary of VIHA.

Status: In 2011, VIHA has established a Non-Profit 501 (C)(3) to develop affordable housing.

I. Develop and Expand Project Based Affordable Housing.

Status: VIHA has expanded the use of Project-Based Vouchers by including 25 PBV in the 102 unit affordable housing development that the Housing Authority is co-developing.

**VIHA Strategic Goal No. 5: Develop a viable homeownership strategy and program for low income families in the Virgin Islands.**

Goal No 5 Objectives:

A. Develop Homeownership Program.

Status: VIHA has designed a homeownership program and partnered with the VIHFA to provide homeownership counseling and with Rural Development to provide mortgages for residents of Williams Delight on St. Croix.

B. Implement Homeownership Program.

Status: VIHA has renovated 27 single family homes at Williams Delight to offer for sale to residents. Residents will be screened and processed for the homeownership program.

C. Develop Community Partnerships.

Status: VIHA has partnered with the VIHFA to provide homeownership counseling and with Rural Development to provide mortgages for residents of Williams Delight on St. Croix.

D. Develop Marketing Strategy.

Status: VIHA has partnered with the VIHFA to provide homeownership counseling at no cost to the residents.

**VIHA Strategic Goal No. 6: Enhance the quality of life for assisted families by providing opportunities to participate in an economic self-sufficiency program and by coordination with community partners and faith-based providers.**

Goal No 6 Objectives:

A. Enhance Resident Initiatives.

Status: VIHA has successfully obtained Youthbuild and ROSS Grants that will job training, employment and education opportunities for residents.

B. Enhance Resident Programs targeted to Youth.

Status: VIHA has obtained a Youthbuild Grant designed to equip youth with skills to overcome education and employment challenges.

C. Enhance Marketing and Publishing Activities.

Status: VIHA has increased its capacity to publish materials to inform residents about significant programs and activities offered by the Agency.

D. Develop Partnerships and Raise Funding.

Status: VIHA has been successful in obtaining several Grants for resident programs including, Family Self-Sufficiency, Father's Day program, education, GED, Boys and Girls Club and various other programs.

E. Execute Memoranda of Understandings.

Status: VIHA has executed several MOUs to advance programs that benefit residents.

F. Provide Community/Service Provider Listing.

Status: VIHA has developed and distributed a comprehensive list of service providers to residents.

G. Develop Small Resident Businesses Models.

Status: VIHA has been successful in utilizing Section 3 Residents to perform apartment rehabilitation and landscape services at various public housing communities. The Housing Authority will continue to work to develop resident owned small businesses.

**VIHA Strategic Goal No. 7: Enhance the attractiveness and marketability of the housing stock and neighborhoods in order to attract more working families.**

Goal No 7 Objectives:

A. Lease Enforcement.

Status: VIHA has improved its lease enforcement procedures and has progressive processes to reduce tenant accounts receivables.

B. Curb Appeal and Maintenance.

Status: VIHA has implemented a daily site inspection process to improve tangible curb appeal at all sites.

C. Economic Independence Pathway.

Status: VIHA has updated its Admissions and Continued Occupancy Policy to maintain a priority for working families and the tenant selection process.

D. Neighborhood Improvement Plans.

Status: VIHA has continued its engagement and collaboration with a Territorial-Wide Resident Advisory Board and Resident Associations at various sites to improving neighborhood appeal.

E. Marketing Plan.

Status: VIHA is implementing a curb appeal program that will market the improved quality of life at various sites to attract an economically diverse resident population.

11.0

**Required Submission for HUD Field Office Review.** In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. **Note:** Faxed copies of these documents will not be accepted by the Field Office.

(a) Form HUD-50077, *PHA Certifications of Compliance with the PHA Plans and Related Regulations* (which includes all certifications relating to Civil Rights) – Included Board Resolution number 3292 AP 2011.

**See attached separate file HUD Electronic Required Certifications FY2011**

(b) Form HUD-50070, *Certification for a Drug-Free Workplace* (PHAs receiving CFP grants only)

Document prepared pending signature and scanning.

**See attached separate file HUD Electronic Required Certifications FY2011**

(c) Form HUD-50071, *Certification of Payments to Influence Federal Transactions* (PHAs receiving CFP grants only)

Document prepared pending signature and scanning.

**See attached separate file HUD Electronic Required Certifications FY2011**

(d) Form SF-LLL, *Disclosure of Lobbying Activities* (PHAs receiving CFP grants only)

**See attached separate file HUD Electronic Required Certifications FY2011**

(e) Form SF-LLL-A, *Disclosure of Lobbying Activities Continuation Sheet* (PHAs receiving CFP grants only)

See above this page (d)

(f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations.

Resident Advisory Board meetings were held on September 26<sup>th</sup> for St. Thomas/St. John Districts and on September 28<sup>th</sup> for St. Croix District to review the proposed annual plan. The following questions were asked and answered:

Question: *Is the FSS Program going to be continued?*

Response: VIHA recently received funding to initiate the FSS Program in the Public Housing Communities. The Section 8 FSS program is already functioning and will continue for 2012.

Question: *Can you identify the Housing Communities where residents will get shelter in time of disaster/emergency?*

Response: VIHA Staff collaborate with VITEMA who in times of disaster will make an assessment of the structures that are deemed suitable to provide shelter to our residents in time of a natural disaster or emergency. This information will be made available to all the agencies who are first responders.

Question: *Are their units in the Sugar Estate Senior Development for persons with disabilities? How will they access the facility?*

Response: Yes, Elevators will be installed in this complex for seniors and disabled persons.

Question: *Can we build a community for just elderly persons that is made up of single-family dwellings in a gated community?*

Response: This type of community is not viable for VIHA at this time. Land is scarce and single family dwellings cost much more per unit than a multi-family complex. By building the Sugar Estate Complex we will be able to serve many more elderly citizens in the area.

Question: *Regarding the Energy Savings Initiative in the 5 year Goals: Are there cisterns available for Aureo Diaz Heights and John F. Kennedy that can be used to reduce water costs.*

Response: Yes

Question: *Does everyone who moves into Louis E. Brown have to be working?*

Answer: VIHA has a working preference established in its Admission and Continued Occupancy Policy. This means that persons that are working will be given preference points over non-working applicants and be housed first.

Question: *Can residents be trained to provide computer classes in the community? Will computer literacy classes be offered in individual communities?*

Answer: Through the new Broadband Initiative as well as Resident Opportunities for Self Sufficiency (ROSS) grant money from HUD, VIHA will be able to provide many opportunities for computer learning in our communities.

(h) Form HUD-50075.1, *Capital Fund Program Annual Statement/Performance and Evaluation Report* (PHAs receiving CFP grants only) *N/A*

(i) Form HUD-50075.2, *Capital Fund Program Five-Year Action Plan* (PHAs receiving CFP grants only) *N/A*

**End.**