

<b>5-Year PHA Plan (for All PHAs)</b>	<b>U.S. Department of Housing and Urban Development Office of Public and Indian Housing</b>	<b>OMB No. 2577-0226 Expires: 02/29/2016</b>
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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-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

<b>A.</b>	<b>PHA Information.</b>																																				
<b>A.1</b>	<p> <b>PHA Name:</b> <u>City of Eureka Housing Authority</u> <b>PHA Code:</b> <u>CA025</u> </p> <p> <b>PHA Plan for Fiscal Year Beginning:</b> (MM/YYYY): <u>01/2021</u>  <b>PHA Plan Submission Type:</b> <input type="checkbox"/> 5-Year Plan Submission <input checked="" type="checkbox"/> Revised 5-Year Plan Submission </p> <p> <b>Availability of Information.</b> In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information on the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans. </p> <p> <input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below) </p> <table border="1" data-bbox="204 1306 1463 1940"> <thead> <tr> <th rowspan="2">Participating PHAs</th> <th rowspan="2">PHA Code</th> <th rowspan="2">Program(s) in the Consortia</th> <th rowspan="2">Program(s) not in the Consortia</th> <th colspan="2">No. of Units in Each Program</th> </tr> <tr> <th>PH</th> <th>HCV</th> </tr> </thead> <tbody> <tr> <td>Lead PHA:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <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		PH	HCV	Lead PHA:																							
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<b>B.</b>	<b>5-Year Plan.</b> Required for <u>all</u> PHAs completing this form.
<b>B.1</b>	<p><b>Mission.</b> State the PHA’s mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA’s jurisdiction for the next five years.</p> <p>The mission of the City of Eureka Housing Authority is to assist low-income families with safe, decent, and affordable housing opportunities as they strive to achieve self-sufficiency and improve the quality of their lives. The Housing Authority is committed to operating in an efficient, ethical, and professional manner, and treating all clients with dignity and respect. The Housing Authority will create and maintain partnerships with its clients and appropriate community agencies in order to accomplish this mission.</p>
<b>B.2</b>	<p><b>Goals and Objectives.</b> Identify the PHA’s quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years.</p> <p>See attached “PHA Goals – City of Eureka Housing Authority 5-Year Goals, 2021-2025”.</p>
<b>B.3</b>	<p><b>Progress Report.</b> Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.</p> <p>See commentary included in attached “City of Eureka Housing Authority PHA Goals – 5-Year Goals, 2021-2025” and “City of Eureka Housing Authority PHA Goals FY2022 Annual Goals Progress Update”.</p>
<b>B.4</b>	<p><b>Violence Against Women Act (VAWA) Goals.</b> Provide a statement of the PHA’s goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.</p> <p>The City of Eureka Housing Authority makes all applicants and residents aware of our Violence Against Women Act (VAWA) Policy. All applicants are given a copy of the policy when they apply. Additionally, residents are given the policy again at initial lease up and all annual recertifications. Lastly, the PHA provides the VAWA notice with every proposed termination as well. This iterative policy ensures that no applicants or residents are unfamiliar with VAWA or are discriminated against because they are a victim of domestic violence.</p> <p>The City of Eureka Housing Authority offers a preference for victims of domestic violence, dating violence, sexual assault, or stalking. This preference allows victims of domestic violence to move up the wait list which may enable families to receive housing sooner. Additionally, if clients cannot be safely served in our Public Housing, they will be referred for an HCV voucher based on the Administrative Plan of the County of Humboldt Housing Authority. VAWA protections are available equally to all individuals regardless of sex, gender identity, or sexual orientation. Our Community Liaison processes VAWA requests and will work with the client and local service agencies to best serve any VAWA requests.</p> <p>In addition, PHA staff do outreach with local agency partners who provide services and support to victims of domestic violence. Referrals may be made to partner agencies for wraparound services for victims when a VAWA incident occurs.</p>
<b>B.5</b>	<p><b>Significant Amendment or Modification.</b> Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>Approved by City Board of Commissioners on February 03, 2010, Resolution #1852, the definition of “Significant Amendment” is defined as a monetary change of \$500,000 or more to the Annual Plan.</p>
<b>B.6</b>	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) provide comments to the 5-Year PHA Plan?</p> <p>Y    N  <input type="checkbox"/>   <input checked="" type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p>See attached Summary of Tenant Comments from 6/10/2020 Resident Advisory Board meeting. While RAB members participated in active discussion and made suggestions, none of them were specific to the 5-Year PHA Plan.</p>

<b>B.7</b>	<b>Certification by State or Local Officials.</b>  <a href="#">Form HUD 50077-SL</a> , <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.
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## Instructions for Preparation of Form HUD-50075-5Y 5-Year PHA Plan for All PHAs

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**A. PHA Information** [24 CFR §903.23\(4\)\(e\)](#)

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

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

**B. 5-Year Plan.**

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

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

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

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

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

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

- (a) Did the public or RAB provide comments?
- (b) If yes, submit comments as an attachment to the Plan and describe the analysis of the comments and the PHA’s decision made on these recommendations. [\(24 CFR §903.17\(a\), 24 CFR §903.19\)](#)

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

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

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

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# City of Eureka Housing Authority

## PHA Goals

### 5-Year Goals, 2021-2025

*In addition to annual goals which are developed and/or updated with input from the Resident Advisory Board, Board of Commissioners, PHA staff, and any community input, the City of Eureka Housing Authority, with input from the aforementioned parties, has established these overarching long-term goals for our housing and services.*

Goal One: **Redevelopment**

Previously, the PHA agreed to explore repositioning of the entire 198-unit Public Housing portfolio through various HUD processes, such as demolition and disposition, streamlined voluntary conversion, etc. and that, considering input from the public, tenants, consultants, and other available information sources, and in alignment with the City of Eureka Housing Element, staff would make a recommendation to the Board of Commissioners with whichever process is most advantageous and economically feasible to the agency.

During 2021-2022, PHA staff worked with consultants under a HUD-funded technical assistance contract (TAC) to explore and define repositioning options. A formal repositioning plan was created, which was approved by the board of commissioners June 2022. This plan establishes policy for future repositioning action.

The PHA will continue to work toward repositioning its Public Housing portfolio. This includes seeking developers, development partners, financing, submitting applications to HUD's Special Application Center, doing community outreach, holding consultation meetings with tenants and establishing plans to rehouse tenants as needed, and communicating with the city at large.

Goal Two: **Community Partners**

The PHA will continue to work with community agencies to develop and strengthen partnerships with other service providers, to seek referrals for clients who are in danger of losing their housing or otherwise needing assistance. The PHA aims to house people and keep them housed; to that end, the support of service providers is often necessary and helpful. The PHA will make every effort to connect residents with local agencies by providing relevant information.

The PHA will provide a list of community agencies and service providers to tenants with notices to correct to help them access relevant support to help them retain their housing.

During 2022, assistance was obtained for many tenants from outside agencies in order to move on to other housing that would be better long-term situations and prevent eviction filings. Additionally, several tenants were assisted from outside agencies to help them retain their housing. Examples of local supportive agencies that worked with tenants include DHHS, IHSS, PACE, Senior Resource Center, APS, CWS, churches, schools, and EPD.

Goal Three: **Access to Services**

The PHA will work to improve the ease of access to our services. We will continue to review information format and delivery methods to achieve greater efficiency and effectiveness in program delivery, optimize ease of use and understanding by applicants and participants, and make program information more accessible, e.g. by simplifying forms and processes, increasing the use of our website and implementing other available technologies.

Annually, the PHA will do a review/assessment of our website as well as manual processes including most used forms/data and ensure that the most widely used resources are made available on the website.

We have been consistently adding new information as it is available and necessary to share with the public. Multiple staff are now trained in how to publish updates to the website. We regularly publish board agendas, plan updates, RFPs, and job advertisements, along with the ongoing availability of common forms and program information.

Goal Four: **Equal Opportunity & Fair Housing**

The PHA is always mindful of providing fair and equitable opportunities for current and future residents in accordance with state and federal law.

We will review/update processes as necessary and undertake affirmative measures to ensure access to affordable housing regardless of any protected class status. We will work to ensure housing is accessible to persons with all varieties of disabilities. Additionally, we will get common/standard forms translated to meet the needs of groups identified in our Language Access Plan.

Goal Five: **Sustainability**

The PHA will constantly work to achieve and maintain financial and environmental sustainability.

Financially, this will be done through controlling expenditures, seeking greater efficiencies of internal operations, seeking additional revenue sources, and balancing the needs of tenants with the appropriate level of affordable housing amenities.

Environmentally, we will seek opportunities for savings, e.g. through water efficient landscape improvements and other energy efficiency measures.

As we take further steps toward repositioning Public Housing, we will maintain focus on both financial and environmental sustainability in our approach.

Goal Six: **Investment in PHA Team**

Ongoing training of PHA staff has long been an annual requirement. With expected growth of PHA programs, training will become even more critical.

We will continue to use current training programs, such as HTVN's online training, as well as seek additional modes of training delivery, including offsite seminars, internal team training, and self-paced training options supported by management follow-up.

Staff will also be cross trained as available, to support staff career goals, strengthen staff's capacity to move up through available positions, and support agency succession planning capability.

During 2022, all departments have worked to actively cross-train staff so they may back each other up in the event of any staff absences.

Goal Seven: **Technology**

The PHA will continue to invest in technology upgrades and additions to ensure digital security, expand digital storage, and improve efficiency, flexibility, and customer service.

We will look for opportunities to expand our Tenant Portal, as possible, beyond work-order requests and payment submissions.

We will provide a computer kiosk at our PHA office for applicant and tenant self-service, such as making payments online, obtaining recertification paperwork, and completing other online forms.

The PHA will work to enhance our online presence and availability, through regular updates to our website and utilizing social media and other communication tools to disseminate current and critical information to our residents, community, and other partners.

Goal Eight

**Customer Feedback**

The PHA will use various methods to invite feedback from interested parties, including tenants, community members, and staff.

We will provide an annual survey to tenants to ask for their feedback and input on specific areas of focus.

We will implement a standard feedback process for any parties concerned for reporting issues, suggesting changes, and otherwise seeking answers.

# City of Eureka Housing Authority

## PHA Goals

### FY 2022 Annual Goals – *July 2022 Progress Update*

Goal One:

#### **Occupancy**

The City of Eureka Housing Authority shall maintain a waiting list of sufficient size so we can fill our public housing units within 20 days of a unit becoming rent-ready.

The PHA will advertise in at least one local publication quarterly, as long as the wait list is open, in order to make the public aware of our open waitlist.

The PHA will seek opportunities with other local agencies to do outreach and education about our housing programs to diverse populations, at minimum once a month. The Housing Advocate will seek out and schedule outreach activities.

The PHA shall mix its public housing development populations ethnically, racially and income-wise as much as possible.

*Update: 2 out of the 13 units leased up in 2022 (as of 7/12/2022) have leased within 20 days of becoming rent-ready. Longer than expected lease-up times are occurring primarily because applicants are not updating wait-list contact information and/or are no longer interested in Public Housing. This results in having to pull more people off the waitlist for screening for each unit filled. Historically, we pulled/screened 3 applicants per unit; now it is taking an average of 7 applicants to successfully fill one unit.*

*To address this change, we are doing a full wait-list update for all 2- and 3-bedroom applicants and will do a monthly update for 1-bedroom applicants, in order to establish a more current waitlist and reduce the number of screenings required to fill units.*

Goal Two:

#### **Smoke-Free**

PHA properties have been smoke-free since 2016, and we will continue to enforce the no-smoking policy. HACE will send an annual reminder letter to tenants regarding the no-smoking policy and informing tenants of their rights and lease responsibilities concerning this policy.

Based on input from tenants in the 2021 annual meeting, in 2022 we will evaluate our Smoke-free policy for efficacy, consider a more structured policy, and update tenants with any new policy requirements per HUD's guidelines.

*Update: Policy is under review.*

Goal Three: **Neighborhood Watch**

The PHA will support and facilitate meetings and make available meeting space periodically for tenants and neighbors interested in forming a Neighborhood Watch program. The PHA will reach out to interested tenants based on a survey sent out in 2021, to have a further discussion and encourage them to become active members of their community, dedicated to making housing a clean and safe environment.

*Update: A neighborhood watch meeting for South Albee Street took place April 27<sup>th</sup>, 6:00-8:00 pm at the Housing Authority office. A few PH tenants attended, but no further interest has been expressed regarding starting a PH tenant-based neighborhood watch group.*

Goal Four: **Tenant Communication**

The PHA will continue to enhance and encourage communication with tenants via a quarterly newsletter. The newsletter is both sent via USPS mail as well as posted to our website for reference.

*Update: We continue to publish a quarterly tenant newsletter.*

Goal Five: **Compliance**

The PHA will ensure full compliance with all applicable standards and regulations including generally accepted accounting practices (GAAP) and governmental accounting standards board (GASB), with a goal of zero findings in annual audits, with audit report including any findings to be made available and presented annually.

1. Completed audit for FYx1 will be presented at a regular board of commissioners' meeting before the end of FYx2.
2. Completed audit report will be posted on agency website.

*Update: There were no findings in the 2020 audit. The 2021 audit is still in process; no findings are anticipated.*

Goal Six: **Maintenance**

HACE maintenance team continues to work toward more efficient operations. Increases in efficiency to be supported by:

1. Training all maintenance personnel in the use of tablets for performing annual inspections and for initiating/completing work orders timely.
2. Cross-training where possible so the department is able to sufficiently cover scheduled inspections and emergency needs when not fully staffed.
3. Sourcing at least one additional/back-up contractor for each routine service (e.g. painting, flooring, and cleaning) to support the most rapid completion of unit turns possible.

*Update: Maintenance department is fully staffed, and all personnel are trained in using tablets. Cross training continues to occur with all staff. Sourcing contractors remains a challenge during the pandemic, but we continue to try new service providers and seek additional contractors.*

Goal Seven: **Phone System**

The PHA will continue to review and update our phone system biannually in order to make it easier to navigate, reach the intended recipient, and be more user friendly.

*Update: Phone system review and updates will occur as needed.*

Goal Eight: **Technology and Accessibility**

The PHA will add to our selection of resources available for download from our website in order to better meet our client's needs to access and complete paperwork remotely and successfully communicate with agency staff without interfacing directly.

Specifically:

1. We will continue to provide the following online, and assess the need to add further documents digitally:
  - a. Application
  - b. Notice of Change
  - c. Recertification paperwork
  - d. Board meeting agendas
2. We will continue accepting tenant payments through an online processing portal and explore the option to accept payment via additional methods (e.g. debit/credit cards).

*Update: The documents listed above have been added to the website and the website is updated frequently with new and time-sensitive announcements. Tenants are encouraged to use the payment portal, but payments are not currently accepted via credit cards.*

Goal Nine: **Repositioning**

As the PHA's public housing stock nears 70 years in age, it is evident the need to explore options to guarantee the future of affordable housing in Eureka. The PHA will work with HUD, consultants, developers, and any other available sources to explore various opportunities to maintain and/or increase affordable housing stock in a financially, environmentally, and socially sound manner.

The PHA will assemble and present a report to the Board in 2022 from the work done in 2021-2022 with Enterprise Community Partners, Structure PDX, HUD, and any other participants, disseminating the work done and the recommended path for repositioning.

*Update: Repositioning plan developed in conjunction with Enterprise Community Partners and board input approved by Board at regular meeting on 6/21/2022, with resolution of support approved by County of Humboldt Housing Authority on 6/11/2022.*

*An RFP for Community Engagement Consulting was issued 7/11/2022. Next steps include issuing an RFQ for developer interest and beginning work on HUD's Special Applications Center (SAC) applications.*

Goal Ten: **Staff Retention and Training**

The PHA will promote and maintain a motivating work environment with a capable team of employees.

1. Budget will be allocated, approved and available to send appropriate staff to training seminars that will enhance staff skills for their particular job classification and responsibilities.
2. On-demand training will be available to all staff through a contract with HTVN
3. The PHA will acknowledge staff monthly for their achievements by providing an employee recognition award to an employee selected by the management team.

*Update: Staff are enrolled in appropriate training and certification opportunities as available. The Management team selects one employee monthly to acknowledge for their contributions.*

Goal Eleven: **Customer Feedback**

The PHA will use various methods to invite feedback from interested parties, including voucher clients, community members, and staff.

We will provide an annual survey to clients to ask for their feedback and input on specific areas of focus.

We will implement a standard feedback process for any parties concerned for reporting issues, suggesting changes, and otherwise seeking answers.

*Update: In process; Admin staff are setting up an online survey following the model of another California PHA.*

Goal Twelve: **City of Eureka Planning Department Updates**

The PHA will request annually a report and/or presentation from the City of Eureka Planning Department to update the Housing Authority staff and board on any new or changed ordinances, policies, zoning, etc. that may impact Housing Authority operations.

*Note: This is a new goal established for 2023 forward.*