



DuPage Housing Authority

Annual Plan 2015

Review for submission in year 2020

Review of Objectives and Goals

Objective 1. Increase availability of decent, safe, affordable housing.

Goal 1. Expand Supply

- a. Apply for additional vouchers and special purpose vouchers, when available to meet the needs of general or special needs populations.

2019 Progress: The DHA Board approved to request a waiver from HUD to allow DHA to voluntarily implement admission preferences for several classes of individuals, including Statewide Referral Network (SRN) tenants (Olmstead), within housing programs receiving federal financial assistance from HUD for the Naperville Elderly Homes. *Olmstead Waiver:* DHA received preliminary approval for the Olmstead preference to allow usage of the Statewide Referral Network for vacancies in PBV projects.

DHA was awarded 60 *Mainstream Vouchers* which are targeted for households that include a non-elderly disabled person. On 1/15/2020 referrals for the DHA Move On Project for the Mainstream Vouchers were received from partner agencies of the DuPage County Continuum of Care to be added to this special wait list.

2018 Progress: HUD along with the Dept. of Veterans Affairs in a continued effort to end veteran homelessness awarded DuPage Housing Authority 25 Veteran Affairs Supportive Housing (VASH) vouchers on 2/22/18. Additionally, DHA is expecting an allotment of Special Purpose vouchers at some point. The Project Based Voucher wait list was opened March 15, 2018 for approximately 15 different PBV unit types in 10 PBV sites.

2017 Progress: In 2017 the DHA certified a total of 3,700 vouchers in DuPage County. The Housing Authority administered 800 housing choice vouchers through portability. Of the 2,900 ACC Vouchers leased, the Homeownership Program continued with 31 vouchers. 319 were leased as PBV units at the 12 various PBV sites. The remaining 2,550 vouchers were either housing choice vouchers (2,479), enhanced-vouchers (64) or tenant-protection vouchers (7). Naperville Elderly Homes is seeking funding in DuPage County through IHDA and other sources for a new housing initiative and they have requested 18 PBV vouchers for this project. In the Fall of 2017, DHA submitted an



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application to obtain at a minimum 25 VASH vouchers for DuPage County. Positive feedback has been received from HUD; but no official letter has been received as of yet.

2016 Progress: The Project Based Voucher senior wait list closed at the end of our fiscal year on June 30, 2016. Approximately 1,000 positions are filled on the several lists for the 13 properties with numerous applicants on multiple lists. The HCV general wait list opened for new applications on June 20, 2016 and 1,800 applicants were added based on date and time of application and not a lottery. Going forward the wait list will be open a shorter period of time but opened more frequently. The new homeless preference that was approved in 2015 was implemented when this wait list opened. DHA initiated an RFP process and issued an RFP to determine interest of property owners who may want to do projects within DuPage County that have PBV's as a part of their subsidy layering financing. Nothing beyond the RFP relative to new PBV's is planned for this Fiscal Year. The selected owner is planning for a 68-unit elevator low rise for seniors in Naperville, IL with a 2019 or 2020 construction date. Total number of PBVs will be no more than 15 should they get an award. By initiating the PBV process we will be in a position to assist a housing conversion action project at Mayslake Village in Oak Brook, IL that received Enhanced Vouchers in 2016, and whose tenants want to relinquish them and switch to PBV assistance under PIH 2013-27.

2015 Progress: The PBV Senior wait list was opened January 2, 2015 and remains open indefinitely. We anticipate closing this list at the end of our fiscal year on June 30. Approximately 1,000 positions are filled on the several list for the 13 properties with numerous applicants on multiple lists. The Housing Choice Voucher general wait list has less than 300 applicants remaining to be served from the 4,500 applicants added in September 2010. Strategy is expected to change when the list next opens for new applications when the list will be populated based on date and time of application and not a lottery. Going forward the wait list will be open a shorter period of time but opened more frequently. The new homeless preference that was approved in 2015 will be implemented when the wait list opens later in 2016.

- b. Continue to participate in the Regional Housing Initiative for the Metropolitan Planning Council to access new developments in DuPage County and promote mobility moves to opportunity areas.



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2019 Progress: In August, the DHA Board passed two resolutions regarding RHI. An Intergovernmental Agreement with RHI and Authorization for Official RHI Representation.

2018 Progress: DHA continues to actively participate in the Regional Housing Initiative along with the Metropolitan Planning Council to access new developments in DuPage County.

2017 Progress: Participation continued in the RHI with the Metropolitan Planning Council to access new developments in DuPage County.

2016 Progress: Finley Supported Housing which received RHI support located in Lombard, IL is leased effective April 1, 2016. The next RHI development in DuPage County is Woodridge Horizons located in Woodridge, IL and will house 19 project-based vouchers. This development leased in October 2016.

2015 Progress: Finley Supported Housing which has received RHI support, provides supported housing to persons with disabilities and will be located in Lombard, IL. This project will use nine project-based vouchers and is slated for opening in April of 2016. The next RHI development in DuPage County is Woodridge Horizons which is expected to open Sept. 2016.

Goal 2. Improve Quality of Assisted Housing.

- a. Attain/retain high performer status in accordance with SEMAP scoring.

2019 Progress: DHA continues to maintain the status as a High Performer for this Certification.

2018 Progress: For three straight years, DHA has maintained the status of High Performer for SEMAP Certification.

2017 Progress: This goal has been met again for the second year in a row. The DHA had a rating that placed it in the High Performing range for SEMAP during 2016 and 2017. Maintaining this status will continue to be a goal of the agency.



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2016 Progress: DHA scored 97% out of the maximum 100% rating that placed it in the High Performing range.

2015 Progress: DHA continues to work to attain the high performer status.

- b. With data entered into YARDI Voyager software, develop reports and methods to better track services, activities and outcomes in a fully integrated manner (including finance, leasing, HCV management, etc.).

2019 Progress: DHA continues to optimize Yardi Voyager with software updates as soon as they are released for implementation; and create custom adhoc reports as necessary if standard reports are not able to provide the data needed to analyze activities.

2018 Progress: DHA continues to optimize Yardi Voyager with software updates as soon as they are released for implementation.

2017 Progress: DHA continues to update Yardi Voyager with current upgrades.

2016 Progress: DHA upgrades to Yardi 7S.

2015 Progress: Progress continues in the development and use of reports generated from Yardi.

- c. Further develop the stakeholder feedback process that will provide to HCV tenants and landlords a consistent means to identify strengths and weaknesses and to suggest improvements to DHA.

2019 Progress: Surveys continue to be randomly distributed to our clients in our annual certification process. Overall positive feedback is received; and additional staff trainings are identified as needed.

2018 Progress: Feedback from tenants, landlords and the general public regarding service and operational practices are welcome. Surveys are included in randomly in our annual certification packets. DHA opened a "Help Desk" for clients and landlords to meet one-on-one with a designated staff person without a scheduled appointment.



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The beginning stages to create a more, user-friendly website have begun; but until it is released the existing website will be updated as needed.

2017 Progress: DHA continues to seek feedback from tenants, landlords and the general public regarding service and operational practices. Our website is consistently updated with vital information and several ways to contact us.

2016 Progress: Installation of the Online Applicant Portal in preparation of the wait list opening in summer 2016. The Landlord Portal on the DHA website was upgraded to be more user friendly with additional enhancements.

2015 Progress: Direct dial and email for every staff member is posted online along with a paper version in the office which allows participants to contact DHA employees efficiently. DHA continues the stakeholder surveys.

- d. Increase assisted housing choices by:
 - Continuing to provide referrals to partner Housing Choice Partners for voucher mobility counseling.
 - Increase administration of portability vouchers and programs.

2019 Progress: DHA continues to administer more than 650 portability households on the HCV Program. This past year a Portability Summit was held at the HUD Chicago offices for Illinois Housing Authorities to come together for training, share obstacles with the portability process they are experiencing and brainstorm ideas on how to work together in a more collaborative way so processes can be run more efficiently.

2018 Progress: DHA administered more than 650 portability households on the HCV program.

2017 Progress: In 2017 the DuPage Housing Authority's area continues to be a Housing Opportunity Area for many of the HCV participants within the Chicago Metropolitan area. We serve as the receiving agency for over 800 households who port into our service area each year.

2016 Progress: DHA maintains an administered voucher base of approximately 680-700 households who port into our service area this year.



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2015 Progress: An administered voucher base of approximately 650-700 families who ported into our service area were processed by DHA in 2015.

- e. Maximize the participation of landlords in the HCV program through their attendance at regular educational sessions, partnership with Community Investment Corp (CIC) to conduct property management certification classes, conduct survey feedback on the DHA services, and increasing registration to use the DHA Owners Portal.

2019 Progress: DHA has joined the DuPage Landlord Engagement Adhoc Committee with other partner agencies in the DuPage County Continuum of Care on ways to engage existing landlords and recruit new ones. This committee has collaborated with CIC to host a training for Owners of Residential Property Units in DuPage County on Saturday, 3/21/20 in Naperville. The goal is to have this type of training held on a quarterly basis if not more often depending on the feedback received and how quickly we are able to engage new landlords.

2018 Progress: DHA revised a Housing Inspector job description to include Landlord Outreach; and promoted that position to be a Program coordinator. As mentioned earlier, "Help Desk" timeslots were created for walk-in assistance for applicants, tenants and landlords to assist with RFTA processing questions.

2017 Progress: During the course of this past year, a quarterly newsletter was implemented that was emailed/mailed to landlords, as well as tenants. This was an informational piece that had positive feedback from the stakeholders.

2016 Progress: DHA is in the preliminary stages to organize an outline for a future landlord webinar to serve as an informational tool for existing and potential new landlords. The inspection dept. is reaching out to apartment complexes, realtors and landlords for participation. Chicago Metropolitan Agency for Planning approached DHA with a possible discussion/focus group with our landlords centered around affordable housing and the pros/cons existing landlords have experienced.

2015 Progress: The only change was the frequency of Landlord Educational / Informational seminars which are now held quarterly, not monthly as in 2014.



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Objective 2. Improve the quality of life and economic vitality; promote self-sufficiency and the use of asset development for individual households.

Goal 1. Program Enhancement

- a. Expand participation in collaborative groups operating in DuPage County to maximize sharing of information and tenant access to support systems that will improve self-sufficiency outcomes (DuPage Continuum of Care, Community Connections Meetings, DuPage Housing Action Coalition, etc.).

2019 Progress: DHA continues to be involved in the various DuPage Continuum of Care committees by the Compliance Manager and the Executive Director. Every six months, managers are encouraged to attend the Full Membership meeting where all agencies come together to share their success and receive informative trainings from the partner agencies on current topics of importance.

2018 Progress: The DuPage Housing Authority continues to work collaboratively with other social service agencies in the DuPage County Continuum of Care to find ways to meet the needs of those who seek affordable housing.

2017 Progress: DHA continues group participation.

2016 Progress: DHA continues to actively participate in collaborative groups. Actively working with Hines VA and HUD to ensure DHA receives VASH vouchers in the next cycle. Along with the standard DCC, CCM, DHAC, meetings; DHA continues to involve interested community groups that include The DuPage Homeless Alliance, Naperville Homeless Alliance, and many more into conversation.

2015 Progress: DHA continues to work collaboratively with other social service agencies in the County to find ways to meet the needs of those who seek affordable housing. The QC & Compliance Manager of DHA continues to serve as the Chair of the Grants Funding Committee for the local Continuum of Care for the Homeless as well as serving on the Leadership Committee of this group.



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- b. Continue to cross train other providers of housing services in DuPage County to increase employee knowledge of services available to tenants (DuPage Home Ownership Center, DuPage Habitat for Humanity, Community Housing Advocacy and Development organization, DuPage County Community Development Department, Midwest Shelter for Homeless Veterans, etc.)

2019 Progress: With the award of the Mainstream Vouchers, several trainings were held over the past few months for the partner agencies of DuPage Continuum of Care to share who DHA is; as well as announce the DHA Move On Project initiative for the Mainstream Voucher targeted vouchers.

In addition, a partnership with Lewis University has recruited interns to assist with creating a website for DuPage County landlords as part of the Continuum Landlord Engagement Adhoc Committee. One class will be obtaining housing information specific to the 39 municipalities and 9 townships in DuPage County; and the other class will assist with creating a website to share this information. The DHA Compliance Manager is the Chair of this committee so is the point of contact working with the Lewis interns on this new website project.

2018 Progress: For our Project Based Voucher sites, meetings continued to be held with various management companies and/or social service agencies that operate those projects were conducted. Individual meetings were held with Mayslake Village for their senior units, Marian Park for their units housing families and seniors, Trinity Services for their four projects serving the mentally ill and/or physically disabled; and DuPage PADS for their Olympus Place project that serves the homeless and disabled.

2017 Progress: DHA has initiated training with a few of the agencies, such as Prairie State Legal Services. To date DHA has met with the staff from Community Housing Advocacy and Development, Myers Commons, Hinsdale Lake Terrace and DuPage PADS.

2016 Progress: DHA held an internal staff training on VAWA with Prairie State Legal Services. Another vital training included Protecting Fair Housing Rights of Persons with Criminal Backgrounds in April 2016.

2015 Progress: DHA continues its progress to initiate training discussions with outside agencies. To date DHA has met with the staff from Community Housing Advocacy and Development, Prairie State Legal Services, Myers Commons, Hinsdale Lake Terrace and DuPage PADS.



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- c. Encourage the use of the Information Portal sites for Owners and Tenants, which will allow them to get real time data.

2019 Progress: DHA continues to inform Applicants of the importance of having their contact information current in their Rent Café account. We continue to provide correspondence to them as announcements in the Rent Café when they log into their account, via email messages, and mailings through the postal service. If we are not able to reach them, they may be removed from the wait list.

2018 Progress: DHA continues to promote the Yardi Housing/Rent Café websites for applicants, tenants and landlords that connects to our Yardi Voyager software system. This integration allows their café accounts access to specific information about their files electronically, as well as helpful documents they may download and print at their convenience.

2017 Progress: DHA continued to encourage both landlords and tenants to create a housing/rent café account so that they can review their account information 24/7 and access helpful documents pertaining to their role in the program.

2016 Progress: The Landlord Portal on the DHA website was upgraded to be more user friendly with additional enhancements. User friendly links from announcements will open necessary applications and information, such as the popular HCV tax savings program.

2015 Progress: DHA continues to revise and improve its website and portals for both tenants and landlords.

Goal 2. Promotion of Self-Sufficiency of HCV Program Participants.

- a. Encourage the participation of HCV tenants in the Family Self-Sufficiency program.

2019 Progress: This past year DHA Staff have made an extra effort to share the Family Self-Sufficiency program that DHA collaborates with DuPage County Community Services; and encourage those clients who are not participated to consider doing so. As a result of this outreach the FSS program has increased more than 20 participants. Those clients who graduate from this program attend our monthly staff meetings to share the story of their FSS journey, receive recognition and be presented with their FSS check.



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2018 Progress: At the end of FY2018, DHA had a total of 88 FSS program participants with a combined escrow balance of \$276,128.81.

2017 Progress: DHA continued to provide opportunities for HCV Tenants to join the FSS program in 2017. A total of 79 households participated in the program during the last year.

2016 Progress: In growing the program by almost 25 new clients we currently have 82 participants and funded for 2 coordinator positions. There are plans to grow the program as we more closely collaborate with DuPage County in administering program participants. DHA did revise our FSS Plan to include provisions for FUP Youth.

2015 Progress: We currently have 64 participants and is funded for 1 coordinator position. There are plans to grow the program as we more closely collaborate with DuPage County in administering program participants.

- b. Encourage the use of the DHA website and Tenant Portal to link HCV tenants to organizations and programs in DuPage County that provide employment services and opportunities.

2019 Progress: This past year DHA created a new agency logo, as well as launched a new website platform that is more user friendly and utilizes technology to assist visitors with accessing important information regarding the housing authority.

2018 Progress: As mentioned previously, DHA encourages technology to be used as much as possible for all stakeholders with the housing authority. Enhancements are requested and updates are implemented on an on-going basis for both the agency website for public access, as well as those that are currently or have been involved with the housing authority through the Housing/Rent Cafe.

2017 Progress: DHA continues to promote its website to both the general public and stakeholders.

2016 Progress: DHA continues to update its website and make it user friendly.



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2015 Progress: DHA added links to additional Senior Service Providers in 2014 and we continue to update as necessary.

- c. Encourage the use of the DHA website to link elderly HCV tenants to programs and services that assist seniors to be as independent as possible.

2019 Progress: DHA continues to provide other social service agency links on our agency website for those in need to access other services in the community easily.

2018 Progress: DHA continues to provide other social service agency links on our agency website for those in need to access other services in the community easily.

2017 Progress: The DHA public website www.dupagehousing.org had a facelift to provide a more user-friendly experience for those to learn about the various programs that DHA offers. Other housing authority websites were used as examples when redesigning the layout of this website to ensure DHA was providing the most beneficial information to the public.

2016 Progress: DHA continues to update the website and encourage usage.

2015 Progress: DHA added links to additional Senior Service Providers in 2014 and we continue to update as necessary.

Objective 3. Ensure Equal Opportunity in Housing.

Goal 1. Affirmative Measures

- a. Investigate the purchase and use of on-line training packets that will better inform program participants regarding issues that impact their housing and housing search processes (fair housing regulations, tenant rights, etc.).

2019 Progress: DHA continues to include in all briefing packets Fair Housing information, Mediation and Informal Hearing Procedures for HCV Program Participants and other resources to offer housing options within DuPage County.



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2018 Progress: DHA includes Fair Housing information in all briefing packets for DHA applicants and/or portability clients that will be administered. In addition, documentation is provided that lists resources to connect applicants and/or tenants to housing options within the county. In addition, DHA utilizes Gosection8.com as a resource for voucher holders to utilize when searching for an affordable unit.

2017 Progress: Continuing to use online tenant portal to provide real time information and updates to program and agency changes, facts, announcements or any other pertinent material. Current funding trends prevent expansion of other services at this time.

2016 Progress: DHA continues using GoSec8 and Illinois Housing Search links on its website for participants to search on line properties. Additional user-friendly external resource links to community services are also available on our website.

2015 Progress: Implementation of the Owners Portal in addition to the educational seminars will improve opportunities for the tenants.

- b. Work cooperatively with landlords to provide safe decent and affordable housing regardless of the race, color, religion, native origin, gender, sexual orientation/identity, marital status, family status, disability, ancestry or age of the applicant.

2019 Progress: Landlord outreach continued this past year with staff facilitating trainings as requested from other agencies and property management companies. See above regarding an update on the Landlord Engagement Adhoc Committee.

2018 Progress: Landlord Outreach continues, and presentations were made by DHA staff in Hanover Park and at a Real Estate Investment Group event this year. The housing authority is chairing the Landlord Engagement Ad-hoc Committee of the DuPage County Continuum of Care. This committee is exploring ways to engage and retain existing landlords as well as increase the number of new landlords that will allow low income families to rent their units. The Continuum recognizes this as a high priority and more than eight social service agencies have joined this special committee to brainstorm ideas such as a landlord engagement website for DuPage county, risk mitigation funds for landlords, and special events to educate landlords about the



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various housing opportunities, etc.

2017 Progress: Publishing regular announcements on the landlord portal and website soliciting requests to participate in the voucher program.

2016 Progress: DHA continues to update Landlord information on its website to include valuable documents such as VAWA and DHA's VAWA emergency transfer plan.

2015 Progress: DHA continues to work with landlords to secure high quality units for participants. Landlords can easily list their property on GoSection8 from our website.

- c. Work with partner advocates to expand Fair Housing Guidelines county wide that would prohibit property owners from denying voucher holders the ability to rent their unit strictly because a source of income that contributes to their ability to pay rent may include a housing voucher.

2019 Progress: DHA continues active participation on committees within the community to advocate regarding this barrier that voucher recipients experience.

2018 Progress: DHA continues active participation on committees within the community to advocate its mission.

2017 Progress: Worked with advocate groups in Naperville to successfully get passed a change in the Fair Housing Ordinance definition of income to now include the value of a voucher, which must be used in the calculation of total income.

2016 Progress: DHA attended the Naperville Housing Advisory Commission meeting as follow up to their plans to edit the Fair Housing Ordinance to include vouchers as a source of income. The Fair Housing Ordinance Amendment to include a definition of source of income in the ordinance passed in October 2016.

2015 Progress: DHA has met with advocates seeking expansion of fair housing.