



Kendall Housing Authority

Annual Plan 2015

Review of year 2019 for submission in year 2020

Review of Objectives and Goals

Objective 1. To maintain a clean audit opinion.

2019 Progress: KHA continues file protocol and achieved a clean audit again.

2018 Progress: KHA continues file protocol for a clean audit.

2017 Progress: Maintained clean audit

2016 Progress: Tenant files were maintained in their current condition to continue on the path of clean audit opinions.

2015 Progress: HCV program files for KHA were put into a new file organization system. As a result, the auditor was able to locate the required documents and was able to observe a consistent implementation of the HUD regulations which resulted in a better audit report. This objective is complete and was removed from the 2015 Annual Plan.

Goal 1. To ensure rent reasonableness documentation is included in each file.

- a. Ensure the use of Go Section 8 to verify rent reasonableness.
- b. Include supporting documentation in the tenant file

2019 Progress: KHA continues to ensure supporting documentation is in files.

2018 Progress: Goal continues to be maintained.

2017 Progress: Goal continues to be maintained.

2016 Progress: As a critical function area and SEMAP High Performer requirement, this goal was met.

2015 Progress: KHA continued using Go Section 8 for the determination and documentation of rent reasonableness for HCV tenants. This site allows potential tenants to search on-line for properties with specific characteristic, including accessibility features. Housing units can be compared to other market rate units in the area, matched to the specific amenities available in the unit. All supporting documentation is maintained in the tenant file. This goal was met.



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Goal 2. To ensure that all disbursements are supported with the appropriate documentation.

- a. Supporting documentation is required to accompany all check requests.
- b. Follow established quality control review of disbursement records to ensure that all documentation is present in the files as required.

2019 Progress: KHA continues to achieve this goal.

2018 Progress: Maintained this requirement.

2017 Progress: Maintained this requirement.

2016 Progress: Goal was met.

2015 Progress: The significant progress made to ensure that the supporting documentation is available for review for all check requests continued. A purchase order form implemented, along with new approval procedures continue to work well. This goal was met.

Goal 3. To ensure that all cash receipts are deposited in a timely manner.

- a. Cash receipts are to be deposited on the same day they arrive at the Housing Authority.
- b. Limit the acceptance of cash at the Housing Authority. All transactions to be completed using checks, cashier checks and money orders whenever possible.

2019 Progress: KHA continues to achieve this goal.

2018 Progress: Goal continues to be maintained.

2017 Progress: Maintained goal in 2017.

2016 Progress: Goal was met.

2015 Progress: KHA no longer accepts cash payments for any payment. New technology allows KHA to deposit all checks within 5 days. This goal was met.



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Objective 2. Establish a new "Wait List" for the Kendall Housing Authority HCV Program.

2019 Progress: KHA continued to select applicants from the KHA HCV Wait List as participants left the program to maintain 100% occupancy.

2018 Progress: KHA opened HCV Wait List on 3/1/2018 and accepted the first 300 applicants on to the wait list with date/time consideration. New preferences for KHA were offered and applicants that qualified were shifted forward on the list accordingly.

2017 Progress: In the fall of 2017, plans to open a new wait list for KHA began; and date is tentative for March 2018. It was decided to duplicate the same process/procedure as DHA had done in June 2016; and have preferences be applicable for the applicants. Preferences were not offered for the KHA wait list when it was last opened in 2008.

2016 Progress: The list was purged to confirm the contact information and continued interest of current Wait List candidates.

2015 Progress: During 2015 the Wait List for the Kendall Housing Authority remained unchanged due to funding authority expenditures near 100% utilization. No update was completed. There continued to be sufficient numbers of interested households to call as the few vouchers became available for use.

Goal 1. Send letters to all KHA Wait List applicants to update their contact information and confirm their continued interest in obtaining a Housing Choice Voucher.

2019 Progress: Correspondence continued with applicants to encourage updating their contact information in the profile area of their Rent Café account to be current at all times.

2018 Progress: This occurred in the fall of 2017; therefore, no mailing sent.



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2017 Progress: In the fall of 2017, letters were mailed out via USPS to all applicants on the KHA Wait List to confirm if they wanted to remain on the list or not. This purge process needed to be completed prior to opening up the HCV Wait List again in 2018.

2016 Progress: Continue to work on goal.

2015 Progress: Continue to work on goal.

Goal 2. Update all information into the YARDI system.

2019 Progress: KHA continues to encourage applicants to update their household information in Rent Café to ensure when they are selected from a wait list their current preferences are correct and they can continue the intake & eligibility process.

2018 Progress: Applicants used Rent Café to update their contact, household information and current preferences online as needed. In addition, they were able to see their current position on any of the wait lists they had applied.

2017 Progress: In order to follow best practices, it was decided to create KHA preferences in Yardi; and to have the applicants able to update those preferences while they are on the wait list. By doing this, it allows those with the most needs to be served sooner as their preferences move them closer to the front of the wait list due to their current situation. Again, this will be implemented when the wait list opens in March 2018.

2016 Progress: This was placed on hold as the number of applicants pulled from the wait list was minimal.

2015 Progress: Working on goal completion.

Goal 3. Evaluate the numbers on the updated Wait List and open the list if needed to ensure that the list has sufficient numbers of applicants.



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2019 Progress: Compliance Department continues oversight of the wait list; and there were still more than 200 applicants on the HCV wait list as of December 2019.

2018 Progress: HCV Wait List was opened on 3/1/2018; and accepted the first 300 applicants. As a result, the KHA HCV Wait List has 317 applicants.

2017 Progress: It was identified that once the purge process was completed for the KHA Wait List, there would be a need to open the list again in early 2018.

2016 Progress: This was placed on hold as the number of applicants pulled from the wait list was minimal.

2015 Progress: Working on goal completion.

Objective 3. Computerize the program files.

2019 Progress: KHA purchased the Yardi Document Management interface that utilizes the connection between Voyager and SharePoint to upload and store electronic documents.

2018 Progress: KHA continued researching possible document management systems; and due to budget constraints put this objective on hold until spring 2019.

2017 Progress: KHA continued using YARDI Voyager software; and the Inspection Department moved to an electronic file system within Yardi for all inspections. Due to budget constraints still being applicable, the scanning/computerizing project for other departments is on hold until further notice.

2016 Progress: KHA continued using YARDI Voyager software; and due to budget constraints any further discussions on scanning/computerizing the tenant files has been placed on hold.

2015 Progress: KHA continued use of YARDI Voyager software to document and track all services related to the administration and distribution of vouchers under the HCV program.



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Goal 1. Fully implement YARDI Voyager software to better track services, activities and outcomes in a fully integrated manner (including finance, leasing, HCV management, etc.).

- a. Complete set up requirements in preparation for version 7S.
 - i. Launch new Family Detail Information (FDI) functionality
 - ii. Launch new RFTA/Voucher Tracking functionality
 - iii. Switch to new Housing Café portals for Applicants, Tenants & Landlords
- b. Using data quality checks and other management reports, ensure that ongoing supervision and management of program outcomes and outputs can be effectively tracked including
 - i. HUD 50058's, HUD PIC reports, SEMAP, etc.
 - ii. YARDI management and data auditing reports.

2019 Progress: Compliance Department continues to analyze and implement technology into agency workflows to streamline processes.

2018 Progress: Compliance Department continues to identify additional ways to streamline workflow processes within Yardi for all departments.

2017 Progress: Ongoing compliance reviews continue within YARDI Voyager to identify additional ways to streamline the workflow process for all departments.

2016 Progress: Ongoing compliance reviews continue within YARDI Voyager to identify additional ways to streamline the workflow process for financial and occupancy tasks.

2015 Progress: Ongoing reviews of the financial tracking systems in Yardi continue to ensure that all transactions are "flowing" through the system in a manner that results in consistent and accurate reporting. Where needed, additional accounts are being established to more accurately document the financial transactions of the HCV program.



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Objective 4. Consider designating some portion of the Kendall County HCV Vouchers for Project Based developments.

2019 Progress: KHA joined the Kendall County Interagency Council that meets on a monthly basis with other social service agencies to collaborate on needs of the community members which includes other housing programs. At this time, there is no new housing development initiative being discussed in Kendall County.

2018 Progress: HUD released a pilot program for Mainstream Voucher applications; but KHA decided to not submit application due to short turn around for submissions. It is expected that Mainstream Voucher applications will be accepted again in 2019; and KHA will evaluate at that time to apply or not.

2017 Progress: Goal continues to be on hold; but news of Mainstream Vouchers being released in 2018 through a HUD NOFA has surfaced; and these special vouchers would be for a non-elderly head of household family member who has a diagnosed/documentated disability.

2016 Progress: This goal has been placed on hold as the same obstacles identified in 2015 remain in Kendall County.

2015 Progress: This goal targets seniors and persons with disabilities. Goal continues to be affected by, (1) higher rents being paid thereby reducing the number of households that can be subsidized, and (2) the lack of available new voucher subsidies to offset any conversion of HCV's to PBV's. KHA has not yet addressed this goal.