



## Kendall Housing Authority

**5 year Annual Plan 2020**  
Review for submission in year 2023

### Review of Objectives and Goals

#### **OBJECTIVE 1. MAINTAIN A CLEAN AUDIT OPINION.**

##### **Goal 1. Ensure Recertification documentation is included for each file.**

- a. *Initial program year certification is in each file.*
- b. *Most current 3 years of certifications are in each file.*
- c. *Certifications older than 3 years are queued for destruction.*

##### **2022 Progress: Regular review of files is maintained.**

2021 Progress: Files continue to be reviewed for compliance.

2020: The Compliance & QC Department oversees the KHA SEMAP file reviews on a monthly basis to ensure that a sampling of files occur, and files are in compliance. If they are not and are able to be corrected, the Program Manager works with the staff member to correct the file and bring it into compliance. This past year the Compliance & QC Dept. purged active client case files to destroy documents that were no longer required in the active file. All files were purged and each year for recertification the files will be purged again, as needed.

##### **Goal 2. Ensure Rent Reasonableness documentation is included for each file.**

- a. *Use of HUD compliant system to verify rent reasonableness.*
- b. *Maintain supporting documentation for each file.*

##### **2022 Progress: Goal continues to be sustained.**

2021 Progress: Goal is maintained.

2020: The Inspections Department using gosection8.com to complete the required rent reasonableness process for any new rent increase request and/or a new unit being requested within the RFTA paperwork. Again, as part of the KHA SEMAP file review monthly process, the Program Manager ensures that the files being reviewed are compliant; and if not, the staff member corrects the file to be so.

##### **Goal 3. Ensure all disbursements have supporting documentation.**

- a. *Support documents required for all check requests.*
- b. *QC review to ensure compliance.*

##### **2022 Progress: A new Comptroller in the Finance Dept. has brought training, updated forms and procedures.**

2021 Progress: Goal sustained.

2020: The Finance department uses a paperless filing system for all administrative expenses and payables. Each payable has a scan of the invoice attached to the payable within Yardi Voyager. As a result, the invoice is then visible to anyone who has permissions to view those attachments.



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*Goal 4. Deposit cash receipts timely.*

- a. Deposit cash receipts same day as arrival.*
- b. Limit cash acceptance as exceptions to policy of non-cash payment options.*

**2022 Progress: New Management has provided updated policies and processes to the Finance Dept.**

2021 Progress: Process continues as outlined below.

2020: The housing authority requires all payments to be remitted in the form of a money order or cashier's check. Payments are deposited via a remote check scanner system daily to the housing authority's financial institution.

### **OBJECTIVE 2. MAINTAIN HCV WAIT LIST IN COMPLIANCE WITH PROGRAM GUIDELINES**

*Increase administration aspects of wait list pre-applications.*

*Goal 1. Engage applicants no less than quarterly to update their online pre-application information.*

**2022 Progress: This goal is maintained.**

2021 Progress: Compliance continues to utilize the Save My Spot process.

2020: The Compliance & QC Department completed the Save My Spot process for those on the KHA HCV Wait List to respond if they would like to remain on the wait list. Using Rent Café, applicants can update their application and/or their contact information 24 hours a day, 365 days a year. Announcements are used when applicants enter Rent Café to inform them of upcoming events for the housing authority, as well as other social service agencies.

*Goal 2. QC wait list pre-application information for content no less that semi-annually.*

**2022 Progress: This goal continues to be met.**

2021 Progress: Rent Café is regularly updated.

2020: As part of the Save My Spot process with Rent Café, we are able to request that applicants remain in contact with us and remind them of the importance to keep their contact information updated if any change occurs.



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**Goal 3. Monitor wait list to ensure sufficient number of applicants remain.**

- a. Applicants remain on list in adequate numbers to maintain leasing rate of at least 95%.**
- b. Applicants remain on list in adequate number to replace program end of participation.**
- c. Open wait list for new applications when the number of applicants remaining on list can be serviced in 12 months.**

**2022 Progress: The KHA HCV waitlist opened in October 2022 and the KHA RHSP wait list opened in September 2022.**

2021 Progress: The HCV wait list is planned to open in 2022.

2020: Due to the COVID-19 Pandemic this Goal was not a priority due to Illinois Shelter In Place being in affect, as well as other health and safety precautions implemented. As a result, the housing authority did complete a Save My Spot process in November 2020; but will allow additional time for applicants to respond by March 31, 2021, before they would be removed from the wait list due to No Response.

### **OBJECTIVE 3. COMPUTERIZE THE PROGRAM FILES AND OTHER DOCUMENTS.**

*Utilize available technology to initiate a "paperless" file storage system.*

**Goal 1. Where possible utilize an "integrated" system compatible with system of record.**

**2022 Progress: KHA continues to update Yardi for optimal utilization.**

2021 Progress: Yardi is updated with current modules.

2020: The Housing Authority upgraded the Yardi Voyager system to allow Microsoft SharePoint to "house/save" all attachments to this cloud storage. By implementing this technology, specific folders were created, and staff can save into the appropriate folder (i.e., Correspondence, Wait List, Notice of Adjustments, Leases/HAP Contracts, etc.) for either applicants/residents or vendors. Then those stakeholders can view their attachments in their designated Rent Café account. The goal is to reduce the number of phone calls received if stake holder did not receive in the USPS mail. They can access their café account at any time to obtain a copy. As of October 2020, all staff were required to upload all documentation to the specific record in Yardi to continue with the journey of becoming "paperless". This new process is only Step One on this journey, and we look forward to implementing additional tasks to become paperless.



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#### **OBJECTIVE 4. PILOT UNIFORM PHYSICAL CONDITION STANDARDS FOR VOUCHERS PROTOCOL (UPCS-V) AND INSTALL BIENNIAL INSPECTION PROTOCOL**

*Goal 1. Pilot the move by KHA to the UPCS-V inspection protocol.*

**2022 Progress: Former HUD protocols remain in place.**

2021 Progress: 2021 Progress: With UPCS-V disbanded, former protocols in place.

2020: Kendall Housing Authority was chosen as a pilot housing authority to follow the new UPCS-V protocol, as well as our standard HQS Inspection procedure. As a result of the COVID-19 Pandemic, HUD made the decision to end the UPCS-V pilot program. During the COVID-19 Pandemic other types of inspection programs had been explored by HUD: and they are now moving toward the NSPIRE inspection program. All housing authorities are awaiting further instructions from HUD on piloting/implementing this new protocol.

*Goal 2. Switch to a biennial inspection schedule.*

- a. Develop standards to identify eligible units.
- b. Develop timetable for each participating unit.
- c. Full implementation by 12/31/2023.

**2022 Progress: Goal achieved.**

2021 Progress: Biennial inspections still in place.

2020: KHA developed the following standard: Beginning with inspections completed after March 1, 2019, DHA will conduct biennial inspections for units in properties that, (1) are identified as already inspected annually under a HUD approved local housing code enforcement program; (2) units that are part of a Project-based Voucher project and (3) units that receive a "Pass" score under HQS for two or more consecutive years. DHA reserves the right to adjust the start date of the two-year period from March 1, 2019. Due to the COVID-19 Pandemic, full implementation was still able to be initiated effective 4/1/2020 using safety precautions as needed, if unit was not vacant.

*Goal 3. Install an electronic inspection process.*

**2022 Progress: Goal achieved.**

2021 Progress: Goal achieved.



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2020: As of 10/1/2020, inspectors were required to scan/ upload failed inspection reports along with any supporting documentation to vendor/landlord and resident attachments area within Yardi Voyager. In turn, this allows the residents and landlord/property managers to access these documents via their Rent Café accounts.

#### **OBJECTIVE 5. EXPLORE EXPANSION OF AFFORDABLE HOUSING OPPORTUNITIES WITHIN THE COUNTY**

*Goal 1. Apply for any new increment of ACC vouchers that may become available.*

**2022 Progress: KHA will apply for additional vouchers when available.**

2021 Progress: Constant vigilance for obtaining additional vouchers.

2020: The Executive Director continues to advocate for HUD to assign additional HCV Vouchers for the Kendall County Service Area.

*Goal 2. Apply for any special purpose or otherwise targeted vouchers that may become available.*

**2022 Progress: KHA will apply for vouchers when available.**

2021 Progress: Constant vigilance for obtaining additional vouchers.

2020: In the Fall of 2019, the housing authority applied for the HUD Mainstream Vouchers and was awarded 25 vouchers. The first round of applicants were selected and intake session held the day before the COVID-19 Pandemic called for the Shelter In Place for Illinois. As a result, the normal process was delayed due to new obstacles identified in order to continue the work of the housing authority. In addition, HUD awarded an additional 8 vouchers during the 2020 calendar year. As a result, the housing authority now has 33 Mainstream Vouchers.

*Goal 3. Initiate landlord outreach opportunities.*

**2022 Progress: Landlord outreach projects will be ready to launch in 2023.**

2021 Progress: Various webinars of interest to landlords via HUD were posted on website.

2020: In March 2020, DHA was going to pilot with the DuPage County Continuum of Care to offer a landlord engagement event. This was going to be replicated in Kendall County; however due to COVID-19 Pandemic, the event was cancelled in DuPage County. No future dates have been identified as of yet; but as soon as health and



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safety restrictions are lifted, the committee will meet again to begin coordinating the event again. Engaging landlords for housing authorities, as well as other social service agencies is a priority for both DuPage County as well as Kendall County.