

**Cayce Housing Authority
FIVE YEAR PLAN 2015-2020
Goals and Objectives**

2020 Progress Report for 2019

Goal #1: Increase the availability of quality, affordable housing by improving the quality of assisted housing.

Objectives:

Continue public housing high performing status with a PHAS (Public Housing Assessment Strategy) of 90% or greater.

Five Year:	PHAS scores will be higher than 90%.
2015:	Score was 90%.
2016:	Score was 94%.
2017:	Score was 90%.
2018:	Score was 94%
2019:	Score was 97%

Maintain public housing vacancies at a rate of 2% or less.

Five Year:	Vacancy rate will be less than 2%.
2015:	Occupancy Rate was greater than 99%.
2016:	Occupancy Rate was greater than 99%.
2017:	Occupancy Rate was greater than 99%.
2018:	Occupancy Rate was greater than 99%.
2019:	Occupancy Rate was greater than 99%

Renovate and modernize public housing units according to the HUD Capital Fund.

Five Year:	All activities of the Capital Fund will be expensed as scheduled and completed.
2015:	No activities are required at this time; funds deposited in Operating Fund.
2016:	No activities are required at this time; funds deposited in Operating Fund.
2017:	CHA has no extraordinary maintenance needs; Capital funds deposited in Operating Fund.
2018:	There were not extraordinary maintenance needs; Capital funds deposited in Operating Fund.
2019:	All funds were directed toward Operations and Administration

Evaluate Rental Assistance Demonstration (RAD) Program and determine feasibility of conversion to RAD.

Five Year:	Apply for RAD
2015:	Application was withdrawn due to financial infeasibility.
2016:	HUD has not issued any further regulations on RAD; CHA continues to review.
2017:	No action.
2018:	No action was taken to convert the units to the RAD Program.
2019:	An evaluation of the RAD Program was conducted on Cayce Housing in 2019. Conversion of the units to Project Based Housing will be performed during the next fiscal year.

Continue to renovate and maintain units to mirror the private market.

Five Year:	The Capital Fund will be utilized to improve the quality of housing by making improvements in an effort to mirror the private market.
2015:	During 2010-15, all units were completely renovated to include new windows, cabinetry, flooring, and HVAC units. No action required at this time.
2016:	CHA conducted an annual inspection and has determined there are no required projects at this time.
2017:	CHA units are in excellent condition. CHA will continue to review to make sure units maintain their current condition.
2018:	The CHA units continue to be in great condition. We will continue to evaluate the need for maintaining units to mirror the private market.
2019:	Cayce is proceeding with repositioning all units

Improve customer service.

Five Year:	Satisfactory scores in all categories in years of Resident Assessment Satisfaction Survey (RASS).
2015:	RASS has been eliminated. CHA employees focus on customer service. CHA is looking at alternative ways to evaluate the effectiveness of its customer service.
2016:	HUD has not reinstated RASS. During 2016, all CHA staff were trained in Fair Housing and Reasonable Accommodations by HUD staff; this training should provide better customer service to those with disabilities.
2017:	CHA staff received extensive internal training (over 6 months) in 2017 on procedures for renewing leases and conducting Reexamination calculations to provide better customer service for clients.
2018:	CHA staff continued to undergo various training to improve the quality of services administered to residents and ensure that Fair Housing Policies are not violated. In 2018, all staff attended Sexual Harassment Training, Dealing with Mental Health Issues, and Fair Housing for Maintenance Staff Training.
2019:	CHA staff received additional training with HAB software for procedures for moving in/ moving out and transferring tenants to provide better customer service for clients.

Encourage homeownership as a goal for Cayce public housing residents.

Five Year:	Two persons will become homeowners by the end of the five year period.
2015:	No residents became homeowners.
2016:	No residents became homeowners; CHA continues to encourage residents to purchase a home.
2017:	Cayce residents will receive a priority in the Columbia Homeownership Classes. A new Homeownership Coordinator is being hired in 2018 and we are emphasizing to that person that homeownership is a priority in Cayce in 2018.
2018:	The CHA continues to promote homeownership to Cayce residents. In June 2018, a new Homeownership Coordinator was hired to engage all residents in home ownership activities via classes, counseling, and referrals for services.
2019:	The CHA continues to promote homeownership to Cayce residents. Homeownership Activities are promoted via, classes, counseling, and referrals for services.

Continue to improve public housing security.

Five Year:	Decrease the number of police reports in Cayce properties.
2015:	There were 17 reports in last year's Annual Plan. In 2015, there were 19 reports. In general, the Columbia Housing Authority also saw a slight increase in crimes and police reports. The CHA will continue to work with law enforcement toward reducing the number of reports.
2016:	There were 33 police reports, mostly due to residents calling police with issues. Details are provided in the Security Section of this Plan.
2017:	There was a significant decrease in 2017 in the number of crimes and other related incidents in Cayce public housing communities; the number of incidents in 2017 was 8, down from 33 in 2016.
2018:	There was a slight increase in crimes reported in 2018 in comparison to 2017. During the course of the year, 13 crimes were reported in Cayce. The number remains significantly less than reports from previous years.
2019:	There was a slight decrease in reported incidents in 2019. There were 12 reported incidents in Cayce in 2019, which is 1 less than the 13 reported for 2018. CHA plans to continue to work with law enforcement to lower these numbers during the coming year.

Review opportunities for increasing the number of affordable housing units in Cayce through acquisition of Section 8 certificates, construction, or renovation. All expansion will be dependent on HUD regulations.

Five Year:	Consider different options available for creating more affordable housing.
2015:	CHA will again apply to Lexington County or City of Cayce to create more affordable housing.
2016:	CHA has applied to Lexington County Community Development for infrastructure needs for a proposed Veterans Housing Project on 2 acres at Spencer Place. This will create 6 new housing units. CHA will continue to look at funding opportunities for affordable housing in Cayce.
2017:	CHA is proceeding to apply directly to HUD for a Project Based Voucher VASH complex of 6 units at the Spencer Place site; this proposal has received conceptual approval from the Cayce Board of Commissioners.

- 2018: CHA evaluated financing options to build the 6 Project Based Voucher VASH units at Spencer Place in Cayce. Staff continues to seek resources to fund the project.
- 2019: The administration has made the decision to focus on converting the existing units to Project Based Housing and close out the Public Housing Program in 2020.

Goal #2: Promote self-sufficiency and assessment development of families and individuals in assisted households.

Objectives:

Increase the percentage of employed persons in assisted families.

- Five Year: Identify all persons who are not employed (excluding disabled, handicapped or elderly residents) and encourage them to participate in the Columbia Housing Authority's employment training program.
- 2015: There are 20 persons employed at the Cayce Housing Authority. One person enrolled in the CHA's Career Development Program in 2015.
- 2016: There are 16 employed at the Cayce Housing Authority. Even though this is a decrease from 2015, the amount of rent collected increased from \$27k to \$43k, reflecting more persons are working at a higher wage.
- 2017: The number of employed households in Cayce remained at 16 in 2017. Cayce residents who are unemployed are provided opportunities to participate in various workforce development programs.
- 2018: Nineteen of 41 households in Cayce are employed and 14 receive Social Security benefits and/or retirement. Overall 81% of households have stable income either through employment, Social Security or Retirement.
- 2019: Twenty of the 50 households in Cayce are employed and 17 receive Social Security Benefits and/or Retirement.

Formalize the partnerships with community service providers and the private market through contracts and Memorandums of Understanding.

- Five Year: Contact service providers in Lexington County to provide additional services to Cayce residents.
- 2015: Health Fair was held in January, 2015 for all CHA residents in partnership with local organizations to include Lexington County Recreation Commission.
- 2016: There were not any new formalized partnerships established this past year; however, Cayce Housing Authority's tenants were provided opportunities to participate in programs such as Adventure's healthy cooking classes, CHA's Homeownership Education Program, Career Development Classes and ELEVATE Life Skills Program.
- 2017: The CHA improved its communications with Cayce residents by creating a bi-monthly newsletter with residents. This newsletter lets residents know what programs are available for career development and education improvement.
- 2018: The CHA continues to ensure that information is disseminated to residents. The Case Manager connects them with resources from community services providers and informs them of opportunities made available through CHA.
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Goal #3: Ensure equal opportunity and affirmatively further fair housing for all Americans.

Objectives:

Continue affirmative measures to ensure access and to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion, national origin, sex, familial status and disability.

- No specific action planned.
- 2015: No complaints were filed against the CHA.
- 2016: No complaints were filed against the CHA. All CHA staff attended a Fair Housing Training conducted by the local HUD office.
- 2017: No complaints were filed against the CHA.
- 2018: No complaints were filed against the CHA.
- 2019: No complaints were filed against the CHA.

Continue affirmative measures to ensure accessible housing to persons with disabilities, regardless of unit size required.

Review housing needs on annual basis to insure 504 Compliance for persons living in Cayce.

- 2015: 504 Needs have been reviewed and no action is required at this time.
- 2016: The CHA will comply with Section 504 if the CHA is able to construct the 6 units at Spencer Place.
- 2017: The CHA will comply with Section 504 when the CHA constructs the new PBV VASH (Veterans Affairs Supportive Housing Program).
- 2018: The CHA will comply with Section 504 when the new PBV VASH units are constructed and ensure that units are accessible for persons with disabilities.
- 2019: Cayce Housing management staff complied with Fair Housing and Section 504 in operating the public housing program. There were no other housing programs established in Cayce in 2019.