

## Hamden Housing Authority (HHA) Goals and Objectives

### **HHA Goal**

Strive to achieve high performer SEMAP status each year.

#### *Objectives:*

Utilize all available resources and follow all HUD regulations in order to provide excellent customer service and maintain the integrity of the Section 8 HCV program.

#### *Progress:*

- HHA achieved a Standard Performer SEMAP and is working towards achieving high performer.
- HHA revised the Section 8 Program Administrative Plan.
- HHA began working with an outside vendor to provide de-escalation training to the HHA staff on a bi-annual basis. These trainings have allowed HHA staff to learn valuable skills in working with a wider variety of resident populations and dealing with challenging situations that arise during interactions with assisted families. Coordination with and participation in these trainings has allowed the HHA staff to foster a very positive relationship with program participants, and has improved the quality of service provided.
- The HHA transitioned to a new contractor for conducting HQS Inspections. This has allowed the HHA to provide an increased level of customer service to the landlords and families. In addition, this transition has allowed the HHA to achieve a higher level of program compliance in this area of program administration.

### **HHA Goal**

Assist as many families and individuals with ever declining funding and reduced administrative fees.

#### *Objectives:*

- Keep payment standards as close to 105% of the FMRs in an attempt to utilize as many vouchers within our portfolio.
- Expand the portable program for families and individuals.
- Apply for additional vouchers when funding is available.

#### *Progress:*

- HHA has increased the payment standards to 105% of the FMR. This has been especially helpful in working toward assisting larger families locate affordable 3-4 bedroom units.
- HHA has grown the portability-in portion of the Voucher program to 155 vouchers.
- HHA has managed the Housing Assistance Payment funds received from HUD to allow HHA to maintain the number of HHA assisted families (not from portability) to 270.

### **HHA Goal**

Promote self-sufficiency of families and individuals.

*Objectives:*

Continue to foster positive and strong relationships with community service organizations within our town and region and refer families and individuals to those organizations and resources when necessary (i.e. employment opportunities, 211, etc.).

*Progress:*

- The HHA has worked to develop a stronger relationship with the local food bank. The HHA and staff provide food donations to the food bank periodically throughout the year. The HHA also refers program participants to the local food bank resources on a regular basis.
- The HHA has developed a stronger positive relationship with the local legal aid organization. This has allowed for many eviction and program compliance cases to be resolved earlier in the process and avoid stages where the cases advance to housing court.

**HHA Goal**

Increased assisted housing choices.

*Objectives:*

- Provide mobility counseling to families and individuals.
- Promote the program to potential landlords by making information about the program readily available and meeting and speaking with landlords on a case-by-case basis.
- Maintaining positive working relationships with current landlords.
- Maintaining current listings of available units for families and individuals.

*Progress:*

- HHA created a new briefing booklet to better assist with outreach activities to local real estate agents, as well as existing and potential landlords.
- HHA has increased the marketing and outreach activities to local real estate agents to provide comprehensive education about how the Voucher program works and the benefits to landlords and low-income families in the area. These activities have been well received and the HHA has been receiving an increased number of referrals to local landlords as a result. These efforts have also provided additional resources to families with Vouchers to assist them in their housing search, as well as expand housing opportunities further into the northern areas of Hamden.
- HHA has maintained a significant list of available units that are made available to Voucher holders in the HHA office, by mail and by e-mail. This list is updated on a monthly basis and mainly comes from referrals from local landlords.