HOUSING AUTHORITY
OF THE CITY OF RENO

2022

MTW ANNUAL REPORT

Submitted to HUD on September 29, 2022.

About RHA

The Housing Authority of the City of Reno (RHA) was established on October 6, 1943, as a municipal corporation under Nevada Revised Statute (NRS) 315. Following its creation, RHA was appointed as the Public Housing Authority (PHA) for both the City of Sparks and Washoe County.

Mission Statement

Provide fair, sustainable, quality housing in diverse neighborhoods throughout Reno, Sparks and Washoe County that offers a stable foundation for low-income families to pursue economic opportunities, become self-sufficient and improve their quality of life.

EQUAL HOUSING
OPPORTUNITY

Board of Commissioners

Management Team

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Section I

Introduction

HOUSING AUTHORITY
OF THE CITY OF RENO

I. Introduction

A. A Year in Review

Throughout fiscal year (FY) 2022, Washoe County continued to experience the ramifications of increased demand for housing caused in part by a population influx spurred by new companies and jobs in the area. This strong demand continued to put pressure on the available supply which resulted in home values that rose sharply and area rents that increased significantly. During the first quarter of 2022, the average monthly rent for an apartment within the City of Reno/City of Sparks was $1,633[1] while the vacancy rate was 2.66%. This is a significant increase from one year prior where the average monthly rent sat at $1,469. This surge in the area's rents continued to impact affordable housing options for many low-income families, and the lingering effects of the COVID-19 pandemic, including the elimination of eviction moratoriums and ongoing supply chain issues, remained unclear.

Ongoing uncertainty in the housing market made it clear that the importance of RHA's mission to provide sustainable and quality housing as a foundation for low-income families to pursue economic opportunities, become self-sufficient and improve their quality of life must remain at the forefront. In FY 2022, RHA continued to refine its current programs while cultivating partnerships that support the agency's mission. Following are highlights from RHA's past year as a Moving to Work (MTW) agency.

Evolving Ways of Doing Business

The COVID-19 pandemic pushed RHA into exploring steps that needed to be taken to ensure the safety of not only the households served by the agency, but also staff. Based on the needs of the agency during the COVID-19 pandemic, staff began to address technological limitations by exploring different ways the agency could take advantage of new technologies. Upgrades, including the implementation of an Electronic Document Management System (EDMS), are now taking place. Once fully implemented, the EDMS system will fully equip staff to work from home as virtual meetings have now become normal business practice. These upgrades will ensure that staff continue the agency's vital work should another regional or national emergency occur.

Michael Menches assists an applicant at RHA's office. RHA has installed plexiglass barriers, provided hand sanitizing stations, and upgraded its technology to allow staff to work remotely when necessary.

Preventing Homelessness

To assist renters who experienced a COVID-19 related loss in income, RHA was asked by the State of Nevada Housing Division to administer the CARES Housing Assistance Program (CHAP) throughout Washoe County. CHAP was designed to assist Nevadans impacted by COVID-19 with paying rent, utilities, and late fees by utilizing pandemic relief funds approved by Congress. Following implementation, additional funding was provided by the City of Reno and the City of Sparks resulting in RHA overseeing similar programs for residents of both jurisdictions. While the application period for emergency rental assistance under this program has closed, RHA continued to

1 Johnson Perkins Griffin LLC's 1st Quarter 2022 Apartment Survey data.

process applications received prior to June 1, 2022. Once the program is complete, RHA will have provided 3,828 local households with $29,906,359 in assistance.

Another partnership, driven by RHA's MTW flexibilities, was established with the Eddy House, a local non-profit founded in 2011 to work with homeless and at-risk youth in northern Nevada. In January 2020, Eddy House opened the doors to their new 16,335 square-foot building. In addition to providing a new drop-in center, Eddy House offers the region's first short- and long-term housing program with 24/7/365 case management and wrap around services for homeless youth. Through this partnership, RHA helps a population virtually unassisted by its traditional programs by providing a smaller subsidy that assists this non-profit with some of the housing costs associated with operating this new facility. The success of both partnerships has laid the groundwork for RHA's continued collaboration with local governments and community non-profits.

Exploring Development Options

RHA's Board of Commissioners established several goals for agency staff to implement through a Strategic Plan that was approved in 2021. Based on several factors, including current market conditions, the creation of more affordable housing through acquisition and development was identified as an area of high importance. With this vision in mind, RHA's Development Committee, comprised of local community members, many of whom have experience with development in their professional backgrounds, began meeting on a regular basis. Members of this committee offer expertise and guidance to staff when identifying potential development opportunities to bring forward to the Board of Commissioners for consideration.

As the lack of affordable housing throughout the Truckee Meadows has increased, so has the area's homeless population. The City of Reno's homeless shelter became overcrowded and unsafe during the COVID-19 pandemic. This overcrowding led to an increase in homeless camps throughout Washoe County. To combat homelessness, the City of Reno, the City of Sparks and Washoe County joined resources to acquire approximately 10 acres of land that was transformed into the Nevada CARES Campus, a regional homeless services facility. Utilizing MTW funding flexibility, RHA purchased the lot adjacent to the Nevada CARES Campus for $5,150,000.

In 2021, Washoe County began overseeing the Nevada CARES Campus and discussions with stakeholders ensued regarding the best use for RHA's neighboring property. As the expansion of the Nevada CARES Campus is already needed, these discussions led to RHA outright selling RHA's adjacent lot to Washoe County.

Instilling Self-Sufficiency

As asserted in RHA's mission, housing is the foundation for low-income families to pursue economic opportunities, become self-sufficient and improve their quality of life. RHA believes that providing the right opportunities today will lead to long-term success and financial independence tomorrow. This is true for adults and youth alike. RHA's Workforce Development Program is designed to

Cori Fisher, RHA's Director of Resident Services, presents Tiffini with her escrow disbursement following her successful graduation from the WFD program.

assist families and youth in increasing their level of education, workforce skills and employment earnings. In FY 2022, RHA continued to connect youth and adults to available job training and employment opportunities to increase the number of residents moving toward self-sufficiency.

B. What is MTW?

MTW is a federal demonstration program, established by Congress in 1996, that offers a limited number of "high performing" PHAs the opportunity to propose and test innovative, locally designed approaches to administering housing programs and self-sufficiency strategies. The program permits PHAs to combine federal funds from the PH operating fund, Capital Fund Program (CFP) and HCV program into a single, agency-wide funding source known as a "block grant". This block grant approach does not provide MTW PHAs with additional funding from the U.S. Department of Housing and Urban Development (HUD) but allows PHAs to use their federal funding in a more flexible manner.

After receiving HUD's approval, PHAs participating in the MTW program can waive certain provisions in the United States Housing Act of 1937 along with some of HUD's requirements and regulations to explore different and creative ways to improve their housing programs. Implementing policy changes based on unique local circumstances allows each MTW PHA to address challenges faced by low-income families within their community more effectively. However, each of the activities proposed or implemented by the PHA must address at least one of three MTW statutory objectives.

MTW Statutory Objectives

- Increase housing choice for low-income families.
- Provide incentives to families with children where the head of household is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient.
- Reduce costs and achieve greater cost effectiveness in federal expenditures.

RHA's designation as an MTW agency

After a national competition was held in 2012, RHA was selected and designated as one of four new MTW agencies in 2013. The MTW agreement between RHA and HUD, executed on June 27, 2013, was initially effective through RHA's FY 2018. On December 18, 2015, President Obama signed the FY 2016 Consolidated Appropriations Act into law. Pursuant to Section 239 of Title II, Division L of the Act, RHA's MTW agreement was extended through FY 2028.

What is the purpose of the MTW Annual Report?

The MTW Annual Report highlights and details the MTW activities approved by HUD and implemented by RHA during the plan year. The report provides comparisons of actual outcomes to the benchmarks set forth in the FY 2022 MTW Annual Plan for each newly approved activity. It also provides an update on each of the ongoing activities that were approved and implemented by the agency in previous plan years. Overall, the report describes RHA's accomplishments in the areas of housing choice, self-sufficiency, and cost effectiveness. It is presented in the required outline and format established in Attachment B of RHA's executed MTW agreement with HUD.

In the FY 2022 MTW Annual Plan, the following activity was identified, approved, and implemented by RHA during the plan year:

- ***Workforce Development Program***
  RHA restructured its entire FSS Program into a Workforce Development Program focused on job placement and job retention for all able-bodied participants in RHA's housing programs, including youth. To accurately report on the expansion and restructuring of this vital program, this activity replaced MTW Activity 2014-04.

Overview of RHA's short and long term MTW goals and objectives

RHA's MTW activities are focused on the principals set forth in the agency's mission statement as well as the goals outlined in its strategic plan. As a result, RHA identified the following four goals that continue to guide the agency's MTW program: (1) provide sustainable, quality housing in diverse neighborhoods; (2) offer a stable foundation for low-income families to pursue economic opportunities; (3) improve the quality of life for RHA's families; and (4) create activities that assist in the community's effort to house at risk populations. Throughout FY 2022, RHA's management and the agency's Board of Commissioners continued their execution of RHA's strategic plan which builds upon these core goals.

Progress toward goals and objectives

Utilizing the flexibilities available through MTW to expand housing choice, streamline agency operations and develop creative solutions that meet the needs of low-income families in our community continues to be the overarching goal of RHA's MTW program. New initiatives that further both the MTW statutory objectives and RHA's strategic plan will always be explored and proposed as an MTW activity if feasible.

In FY 2022, RHA explored new construction opportunities and continued to review the capital needs of each of its PH properties to identify necessary capital improvement expenditures that will preserve, maintain, and enhance each of these complexes. Despite the lack of federal funding to address the necessary repairs needed at PH properties across the country, RHA has strived to maintain its portfolio to the highest standards possible to ensure long-term viability.

In 2016, The Nelrod Company conducted a physical needs assessment (PNA) of RHA's eight PH properties. At that time, it was estimated that the total cost of repairs across RHA's PH portfolio was $71,619,071. To get a more accurate assessment of the current needs of RHA's PH properties, RHA procured a new PNA in FY 2022. Utilizing this data along with the portfolio analysis provided by Praxis Consulting Group, LLC, RHA began reviewing the viability of each property and ways the agency may sustain its portfolio over time. Options being considered include maintaining current use, Section 18 Disposition Programs, conversion to HUD's Rental Assistance Demonstration (RAD) or a blend of Section 18 and RAD.

The RAD program allows housing authorities, with HUD approval, to convert properties from one federal funding platform, Section 9 PH operating subsidy, to another, project-based rental subsidy within the HCV program. By doing this, PHAs can leverage public and private debt and equity to reinvest in the PH stock. Moving to project-based rental subsidy ensures a more stable, long-term funding source for operating the property and provides opportunities for new investment to rehabilitate aging buildings. Except for any temporary relocation to accommodate major repairs, a

RAD conversion is essentially seamless for residents as the following protections are written directly into the RAD requirements:

- Residents have the right to return to the property after work is complete should they need to move out for any renovations.
- Residents are not rescreened and do not lose eligibility.
- Rent calculations remain at 30% of adjusted income.
- Resident processes and rights remain the same, including the grievance process and funding for resident organizations.

Currently, RHA has no pending or approved application for RAD, however each application will follow the prescribed disclosure and public/resident engagement process required by HUD. As resident engagement is required before and during the process, RHA's residents will be the first to know if/when an application for a RAD conversion is being considered.

Non-MTW goals and objectives

In addition to the short-term and long-term goals and objectives previously identified, in FY 2022 RHA:

- Reviewed and updated the HCV payment standards to ensure their viability with today's rental market to maintain adequate lease up levels within the HCV program.
- Reviewed staffing levels to ensure they were adequate to meet the agency's goals and the five statutory requirements of the MTW program.
- Assessed RHA's scattered site portfolio to evaluate estimated appraised value, capital needs, operating efficiency, energy efficiency, etc. A strategy will be developed to modernize units that will be kept in the portfolio and a disposition schedule will be established for those with large capital needs and/or those located in less convenient neighborhoods.
- Increased staff efficiencies through the implementation of an electronic document management system to manage the creation, use, and storage of documents in multiple formats that are created throughout the organization.

Section II

General Housing Authority Operating Information

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II. General Housing Authority Operating Information

About RHA

Currently, RHA manages 751 units of PH in eight different locations within the cities of Reno and Sparks that are leased to eligible low-income families, the elderly, and persons with disabilities. Utilizing the Neighborhood Stabilization Program (NSP) and other identified funding sources, RHA acquired over 200 scattered site properties throughout the local area; 166 of these are still a part of the agency's housing portfolio. While some of these scattered site rental properties are leased to higher income families, the majority are specifically allocated to house very low-income households. In addition to these PH and scattered site units, RHA owns nine unaided multi-family housing properties that provide an additional 376 affordable housing units. Working with a private property manager, RHA ensures that many of these properties are leased at levels that are lower than HUD's Fair Market Rents (FMRs) for Washoe County.

The NSP1 property pictured above is one of 166 scattered site units in RHA's affordable housing portfolio.

RHA also operates several rental assistance programs created under Section 8 of the 1974 Federal Housing and Community Development Act which provides housing assistance to more than 2,500 low-income families and individuals residing in privately owned housing throughout Reno, Sparks and Washoe County. RHA also works closely with the local Department of Veterans Affairs (VA) office to provide assistance to over 400 veterans through the HUD-VA Supportive Housing (VASH) Program. Recently, RHA was also awarded 137 Emergency Housing Vouchers (E HV) to assist unsheltered community members with housing and 15 vouchers through the Foster Youth to Independence (FYI) Program. Through all of these programs, RHA helps ensure nearly 9,000 people in the Truckee Meadows have a safe, secure place to call home.

Households Served

Throughout FY 2022, RHA served 3,230 households through its PH and HCV programs of which 295 households moved off for various reasons. Overall, this included 2,102 children, 1,828 people with disabilities and 1,599 elderly household members.[2] At the end of FY 2022, the average income for households living in RHA's PH complexes was $18,063 and 74.07% of these households had annual incomes at or below 30% of the Area Median Income (AMI). Similarly, the average income for households assisted through RHA's HCV program on June 30, 2022, was $16,442 and 77.24% of these households had annual incomes at or below 30% of the AMI.

[2] Some household members are both elderly and disabled. On June 30, 2022, RHA had 609 HCV households and 157 PH households who were both elderly and disabled.

The following table shows demographic information for active PH residents and HCV participants who were housed on June 30, 2022. The table includes residents/participants who were leased up under RHA's programs but excludes households who ported out of RHA's jurisdiction as well as those assisted through the VASH, EHV, and FYI programs.

Assisted families housed on June 30, 2022				
	PH residents		**HCV participants[3]**	
Total # households	729	100%	2,206	100%
Income Level				
Extremely Low Income	540	74.07%	1,704	77.24%
Very Low Income	128	17.56%	418	18.95%
Low Income	46	6.31%	76	3.45%
Above Low Income	15	2.06%	8	0.36%
Family Type				
Elderly Disabled	157	21.54%	609	27.61%
Elderly Non-Disabled	125	17.15%	456	20.67%
Non-Elderly Disabled	137	18.79%	537	24.34%
Non-Elderly Non-Disabled	310	42.52%	604	27.38%
Race of Head of Household				
White	564	77.37%	1,745	79.10%
Black/African American	93	12.76%	355	16.09%
American Indian or Alaska Native	22	3.02%	49	2.22%
Asian	53	7.27%	73	3.31%
Native Hawaiian/Other Pacific Islander	12	1.65%	16	0.73%
Ethnicity of Head of Household				
Hispanic or Latino	193	26.47%	366	16.59%
Not Hispanic or Latino	536	73.53%	1,840	83.41%

[3] Demographic information includes Mainstream voucher holders who are not included in RHA's overall voucher allocation for MTW.

A. Housing Stock Information

i. Actual New Project Based Vouchers

The following table reflects tenant-based vouchers that RHA project-based for the first-time during FY 2022 and includes only those where at least an Agreement to enter a Housing Assistance Payment (AHAP) was in place by the end of FY 2022.

Property Name	Number of Vouchers Newly Project-Based		Status at End of Plan Year**	RAD?	Description of Project
	Planned*	Actual			
Privately Owned Properties	25	0	N/A	No	Privately owned properties are assigned PBVs through a competitive process in exchange for their commitment to provide affordable housing to individuals and/or families who are participating in local workforce development programs.
Total: Planned or Actual Newly Project-Based	**25**	**0**			

* Figures in the "Planned" column should match the corresponding Annual MTW Plan.

** Select "Status at the End of Plan Year" from: Committed, Leased/Issued

Differences between the Planned and Actual Number of Vouchers Newly Project-Based:

Although assigning PBVs to additional privately owned properties for working families who are participating in workforce development programs remains viable, to date RHA has not issued an RFP for this purpose.

ii. Actual Existing Project-Based Vouchers

The following table reflects tenant-based vouchers that RHA is currently project-basing in FY 2022 and includes only those where a HAP contract was in place by the beginning of FY 2022.

Property Name	Number of Project-Based Vouchers		Status at End of Plan Year**	RAD?	Description of Project
	Planned*	Actual			
Mobility/ Opportunity Properties	38	38	Leased/ Issued	No	PH residents in good standing are allowed to move to RHA's scattered site properties on a two-year PBV.
Single Family Home PBVs	16	16	Leased/ Issued	No	RHA owns several single-family homes purchased under NSP2 and other programs that are shifted to PBVs if a vacancy occurs.
Yorkshire Terrace	16	16	Leased/ Issued	No	RHA is assigning PBVs to units at Yorkshire Terrace, a 30-unit LIHTC property.
Partnerships	11	11	Leased/ Issued	No	RHA has formalized agreements with several nonprofit community partners to provide affordable housing to their clients.
Willie J. Wynn Apartments	12	12	Leased/ Issued	No	Twelve PBVs have been assigned to this affordable housing development that was designed specifically to support seniors aging in place.
Privately Owned Properties	25	25	Leased/ Issued	No	Privately owned properties are being assigned PBVs through a competitive process in exchange for their commitment to provide affordable housing to individuals and/or families who are experiencing homelessness.
Total: Planned or Actual Existing Project-Based	**118**	**118**			

* Figures and text in the "Planned" column should match the corresponding Annual MTW Plan.

** Select "Status at the End of Plan Year" from: Committed, Leased/Issued

Differences between the Planned and Actual Existing Number of Vouchers Project-Based:

RHA does not assign a PBV to any agency owned property until the unit is or becomes vacant. Due to the tightening rental market in Reno, Sparks, and Washoe County, many of the properties that RHA staff would have considered for the assignment of a PBV have remained occupied.

iii. Actual Other Changes to MTW Housing Stock in the Plan Year

Examples of the types of other changes include (but is not limited to): units held off-line due to relocation or substantial rehabilitation, local, non-traditional units to be acquired/developed, etc.

Actual Other Changes to MTW Housing Stock in the Plan Year
RHA continues to look for single family homes, duplexes, and condominiums for use with PBVs. Scattered site properties located in low poverty neighborhoods will be identified for use in RHA's Mobility Demonstration. All other properties acquired will be used to provide additional housing choices for low-income families and individuals through RHA's opportunity and single-family home PBVs. In FY 2022, there were no changes to the MTW housing stock.

iv. General Description of All Actual Capital Expenditures During the Plan Year

General Description of All Actual Capital Expenditures during the Plan Year	
As of June 30, 2022, the following CFP expenditures were carried out:	
Mineral Manor:	
Water Heaters $99,690.00	
FY22 Total Actual Capital Expenditures for Mineral Manor	**$99,690.00**
Tom Sawyer:	
Tree Trimming & Removal $44,761.00	
FY22 Total Actual Capital Expenditures for Tom Sawyer	**$44,761.00**
Silverada Manor:	
Tree Trimming & Removal $44,869.05	
Buildings 1-5 Boilers & Water Heaters maintenance $5,260.00	
Chiller Replacement $859,679.53	
FY22 Total Actual Capital Expenditures for Silverada Manor	**$909,808.58**
Stead Manor:	
Backflow & Irrigation repairs $25,313.00	
Sewer Repairs $247,222.41	
Tree Trimming & Removal $6,966.40	
FY22 Total Actual Capital Expenditures for Stead Manor	**$279,501.81**
Essex Manor:	
Tree Trimming & Removal $3,450.00	
HVAC Replacement $9,985.00	
FY22 Total Actual Capital Expenditures for Essex Manor	**$13,435.00**
Myra Birch Manor:	
Tree Trimming & Removal $9,315.05	
FY22 Total Actual Capital Expenditures for Myra Birch Manor	**$9,315.05**

McGraw Manor: Tree Trimming & Removal $10,832.00	
FY22 Total Actual Capital Expenditures for McGraw Manor	**$10,832.00**
TOTAL PHYSICAL IMPROVEMENTS	**$1,367,343.44**
Administration $170,681.00 Management Improvements $32,681.61 Operations $193,806.58 Non-Dwelling Equipment $14,673.00	
TOTAL SOFT (ADMIN) COSTS	**$411,842.19**
FY 2022 TOTAL CAPITAL EXPENDITURES	**$1,779,185.63**

B. Leasing Information

i. Actual Number of Households Served

Snapshot and unit month information on the number of households RHA served on June 30, 2022.

Number of Households Served Through:	Number of Unit Months Occupied/Leased*		Number of Households Served**	
	Planned^^	Actual	Planned^^	Actual
MTW Public Housing Units Leased	8,676	8,748	723	729
MTW Housing Choice Vouchers (HCV) Utilized	26,868	26,472	2,239	2,206
Local, Non-Traditional: Tenant-Based	0	0	0	0
Local, Non-Traditional: Property-Based	516	240	43	20[4]
Local, Non-Traditional: Homeownership	0	0	0	0
Planned and Actual Totals:	**36,060**	**35,460**	**3,005**	**2,955**

* "Planned Number of Unit Months Occupied/Leased" is the total number of months the MTW PHA planned to have leased/occupied in each category throughout the full Plan Year (as shown in the Annual MTW Plan).

** "Planned Number of Households to be Served" is calculated by dividing the "Planned Number of Unit Months Occupied/Leased" by the number of months in the Plan Year (as shown in the Annual MTW Plan).

^^ Figures and text in the "Planned" column should match the corresponding Annual MTW Plan.

4 To accurately report on the number of households served utilizing this LNT activity, this number is based on a 12-month average rather than the actual number of beds funded for the month of June 2022.

Please describe any differences between the planned and actual households served:

On June 30, 2022, RHA had its PH program leased at 98% of the MTW baseline despite longer leasing times within some of its PH sites.

Although the rental market within the City of Reno, the City of Sparks and Washoe County remains tight, implementation of a "lease in place" preference continues to allow RHA to increase and maintain lease up within its HCV program. At the end of FY 2022, the number of actual families served by RHA's HCV program was 2,206[5]. Although a slight decrease from the planned number of households, RHA continued to maintain or increase lease up within its HCV program when comparing prior years. Staff will continue to monitor the HCV program to ensure that efforts put in place to increase and maintain lease up remain effective.

Eddy House, RHA's first LNT Property Based partnership, had planned 43 shelter beds; a portion of which are allocated specifically to house youth on a semi-permanent basis up to six months.

Local, Non-Traditional Category	MTW Activity Name/Number	Number of Unit Months Occupied/Leased*		Number of Households to be Served*	
		Planned^^	Actual	Planned^^	Actual
Tenant-Based	N/A	N/A	N/A	N/A	N/A
Property-Based	2021-03: Partnership to Assist Homeless Youth	576	168	43	20
Homeownership	N/A	N/A	N/A	N/A	N/A
	Planned/Actual Totals:	**516**	**240**	**43**	**20**

* The sum of the figures provided should match the totals provided for each Local, Non-Traditional category in the previous table. Figures should be given by individual activity. Multiple entries may be made for each category if applicable.

^^ Figures and text in the "Planned" column should match the corresponding Annual MTW Plan.

Households Receiving Local, Non-Traditional Services Only	Average Number of Households per Month	Total Number of Households in the Plan Year
Program Name/Services Provided	N/A	N/A

5 This number includes Mainstream vouchers which do not count toward RHA's overall voucher utilization.

ii. Discussion of Any Actual Issues/Solutions Related to Leasing

Discussion of any actual issues and solutions utilized in the MTW housing programs listed.

Housing Program	Description of Actual Leasing Issues and Solutions
MTW Public Housing	Throughout FY 2022, RHA leased this program at 98.13% of the MTW baseline and is currently on track to maintain this lease up figure. Common leasing issues involve preferences being requested, which if not provided, result in the tenant's refusal to lease a unit. These preferences often include the size of the unit being offered, the location of the property, or the lack of desired amenities. Compounding the longer leasing times are the normal vacancy issues that delay the turn of the unit including tenant damage and the disposal of personal property in accordance with NRS. RHA continues to select applicants off the waiting list based on preferences set forth in the Admissions and Continued Occupancy (ACOP) for Public Housing for referral to vacant PH units. There are no anticipated leasing issues in this program.
MTW Housing Choice Voucher	The City of Reno, the City of Sparks and Washoe County continue to experience a strengthening housing market that resulted in an overall shortage of affordable housing units. With limited inventory and an influx in population due to the relocation of several tech companies to the region, the need for additional housing stock continues to grow. This tight market led to an increase in the desire for many private landlords to make more profit rather than rent to HCV participants. Throughout FY 2022, RHA leased this program at 92.99% of the MTW baseline. To maintain and increase lease up numbers within its HCV program, RHA continued to monitor its payment standards to ensure they are accurately reflecting local market conditions, expanded its Landlord Incentive Program, and implemented a "lease in place" preference. To assist RHA in increasing lease up in this program, leadership recently reviewed staffing levels and began recruiting for a Landlord Liaison. This position will serve as the primary point of contact as the agency works to promote the HCV program to new landlords and retain existing landlords throughout Washoe County.

Local, Non-Traditional	Following approval of the FY 2021 MTW Annual Plan on July 28, 2020, RHA began providing LNT assistance to Eddy House on August 1, 2020. Throughout FY 2022, RHA assisted 20 additional households through this activity. Although RHA did not anticipate any leasing issues related to this assistance, the very transient nature of this at-risk population makes it difficult to anticipate leasing issues that may be encountered. RHA will continue to reach out to Eddy House to provide the support necessary to ensure this at-risk population continues to be assisted.

C. Wait List Information

i. Actual Wait List Information

Snapshot information on the actual status of MTW wait lists at the end of FY 2022 including detail on the structure of the wait list and the population(s) served. The information reflected below is current as of June 30, 2022.

Wait List Name	Description	Number of Households on Wait List	Wait List Open Partially Open or Closed	Was the Wait List Opened During the Plan Year
Public Housing	1-4 Bedroom Units	2,968	Closed	Yes
Stead PH	2- & 3-Bedroom Units, located at Stead Manor	1,246	Closed	Yes
Elderly and Disabled PH	Studio, 1- & 2-Bedroom Units	2,170	Closed	Yes
Housing Choice Voucher	Section 8	4,175	Closed	Yes
Project Based Voucher	Unit Based Vouchers	2,617	Closed	Yes

Please describe any duplication of applicants across wait lists:

At the time of application, clients may apply for all open wait lists. Therefore, the numbers above could include households who have applied for more than one program and/or bedroom size.

ii. Actual Changes to Wait List in the Plan Year

Actual changes to the organizational structure or policies of the wait list(s), including any opening or closing of a wait list during FY 2022.

Wait List Name	Description of Actual Changes to Wait List
Housing Choice Voucher	During FY 2022, the HCV wait list was open beginning January 24, 2022 through February 11, 2022.
Public Housing	The PH family wait lists for all bedroom sizes were open from January 24, 2022 to February 11, 2022.
Elderly and Disabled PH	Elderly/disabled one and two-bedroom wait lists were opened on January 24, 2022. The one-bedroom wait list closed on February 11, 2022 while the two-bedroom remained open. On February 28, 2022 the wait lists for elderly/disabled studio units were opened. Both the studio and two-bedroom wait lists remained open until July 13, 2022.
Stead PH	In FY 2022, this wait list was open from January 24, 2022 to February 11, 2022.
Project Based Voucher	The PBV wait lists for all bedroom sizes were opened on January 24, 2022 through February 11, 2022.

D. Information on Statutory Objectives and Requirements

i. 75% of Families Assisted Are Very Low Income

The following table provides data for the actual families housed upon admission during RHA's FY 2022 Plan Year. Families receiving "Local, Non-Traditional Services Only" are not included.

Income Level	Number of Local, Non-Traditional Households Admitted in the Plan Year
80%-50% Area Median Income	0
49%-30% Area Median Income	0
Below 30% Area Median Income	20[6]

Total Local, Non-Traditional Households Admitted	20

[6] Eddy House provided RHA certification that their clients are under 30% AMI. Many (82%) are unemployed upon their initial contact with Eddy House services. Those who are employed (18%) fall well under 30% AMI when sharing their paystubs with case managers and the intake team at Eddy House.

ii. Maintain Comparable Mix

Baseline Mix of Family Sizes Served (upon entry to MTW)					
Family Size	**Occupied Public Housing Units**	**Utilized HCVs**	**Non-MTW Adjustments***	**Baseline Mix Number**	**Baseline Mix Percentage**
1 Person	284	1,307	0	1,591	50.88%
2 Person	207	433	0	640	20.47%
3 Person	115	290	0	405	12.95%
4 Person	76	192	0	268	8.57%
5 Person	40	107	0	147	4.70%
6+ Person	23	53	0	76	2.43%
TOTAL	**745**	**2,382**	**0**	**3,127**	**100%**

* "Non-MTW Adjustments" are defined as factors that are outside the control of the MTW PHA. An example of an acceptable "Non-MTW Adjustment" would include demographic changes in the community's overall population. If the MTW PHA includes "Non-MTW Adjustments," a thorough justification, including information substantiating the numbers given, should be included.

Please describe the justification for any "Non-MTW Adjustments" given:

No baseline adjustments given.

Mix of Family Sizes Served (in Plan Year)				
Family Size	**Baseline Mix Percentage****	**Number of Households Served in Plan Year^**	**Percentage of Households Served in Plan Year^^**	**Percentage Change from Baseline Year to Current Plan Year**
1 Person	50.88%	1,784	60.37%	9.49%
2 Person	20.47%	529	17.90%	-2.57%
3 Person	12.95%	270	9.14%	-3.81%
4 Person	8.57%	190	6.43%	-2.14%
5 Person	4.70%	117	3.96%	-0.74%
6+ Person	2.43%	65	2.20%	-0.23%
TOTAL	**100%**	**2,958**	**100%**	**0%**

** The "Baseline Mix Percentage" figures given in the "Mix of Family Sizes Served (in Plan Year)" table should match those in the column of the same name in the "Baseline Mix of Family Sizes Served (upon entry to MTW)" table.

^ The "Total" in the "Number of Households Served in Plan Year" column should match the "Actual Total" box in the "Actual Number of Households Served in the Plan Year" table in Section II.B.i. of this Annual MTW Report.

^^ The percentages in this column should be calculated by dividing the number in the prior column for each family size by the "Total" number of households served in the Plan Year. These percentages will reflect adjustment to the mix of families served that are due to the decisions of the MTW PHA. Justification of percentages in the current Plan Year that vary by more than 5% from the Baseline Year must be provided below.

Please describe the justification for any variances of more than 5% between the Plan Year and Baseline Year:

As of June 30, 2022, 1,643 or 93.14% of RHA's one person households were elderly and/or disabled. Once housed, these families are far more likely to remain in the unit. The average length of stay for the 34 one person households who moved out of RHA's PH complexes throughout FY 2022 was 152.56 months. Similarly, the average length of stay for the 133 one person households who ended their participation in the HCV program was 137.15 months. When comparing the length of stay for all other household members, the average length of stay is 59.94 months in the PH program and 68.58 months in the HCV program. This stability coupled with the fact that many of homeless applicants served by RHA are also single person households account for RHA's continued variance between the plan year and the baseline year.

In FY 2022, RHA began assisting Eddy House, a local non-profit that serves homeless, runaway, foster and other at-risk youth. On August 1, 2020, RHA began providing $10 per night for each shelter bed that was utilized in their new 24-hour facility. On average, RHA provided Eddy House with assistance for 20 homeless youth. Each of these youth have been reported as one person households within the Mix of Family Sizes Served table, which provides further explanation for the variance between the plan year and the baseline year.

iii. Number of Households Transitioned to Self-Sufficiency in the Plan Year

In FY 2017, RHA staff began reviewing the agency's definition of self-sufficiency to determine whether it accurately captured whether a household should be considered self-sufficient. After deliberation, RHA staff decided that moving forward, the agency should look at self-sufficiency in two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation.

Throughout FY 2022, a total of 295 families moved-off of RHA's HCV and PH programs. Of these, 87 voluntarily left or were determined no longer eligible for the HCV program and 41 moved off the PH program voluntarily.

RHA acknowledges the challenges our clients face in successfully obtaining self-sufficiency. The cost of housing in the Truckee Meadows continues to climb while the obstacles to earn a living wage remain, making the objective of self-sufficiency difficult to attain.

The table below reflects only those households who (1) were affected by one of RHA's implemented MTW activities and (2) met RHA's definition of the final phase of self-sufficiency.

MTW Activity Name/Number	# of Households Transitioned to Self-Sufficiency*	RHA's Definition of Self-Sufficiency
Mobility Demonstration / 2014-02	2	Household is no longer receiving assistance or has voluntarily ended participation.
Simplify rent calculations and increase the minimum rent / 2014-05	13	
Disregard earned income of PH household members, age 18-20, who are not the head of household, co-head, or spouse / 2016-06	0	
Provide incentive to $0 HAP households / 2019-02	21	
Workforce Development Program / 2022-01	1	
	6	*(Households Duplicated Across Activities)*
	31	**Total Households Transitioned to Self-Sufficiency**

* Figures should match the outcome reported where metric SS#8 is used in Section IV of this Annual MTW Report.

Section III

Proposed Activities

HOUSING AUTHORITY
OF THE CITY OF RENO

III. Proposed Activities

All proposed MTW activities that were granted approval by HUD are reported in Section IV as 'Approved Activities'.

Section IV

Approved Activities

HOUSING AUTHORITY
OF THE CITY OF RENO

IV. Approved Activities

A. Implemented Activities

The activities discussed in this section have been previously approved by HUD and implemented by RHA. The following table provides an overview of all approved MTW activities including the year it was implemented and amended (if applicable), the primary statutory objective(s) the activity is intended to impact, and the authorization(s) cited.

Approved/Implemented MTW Activities				
Activity #	**Activity Name**	**Fiscal Year Implemented/ Amended**	**Statutory Objective(s)**	**Authorization(s)**
2014-01	Assign PBVs to RHA owned/controlled units without competitive process	2014	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections D.2.b. and D.7.a.
2014-02	Mobility Demonstration	2014	Increase housing choice for low-income families *and* create incentives for families to work, seek work or prepare for work.	Attachment C Sections D.1.b., D.4., D.7.a., and E.
2014-05	Simplify rent calculations and increase the minimum rent	2014	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.4., C.11., D.2.a., and D.3.b.
2014-06	Triennial recertifications for elderly/disabled participants on fixed incomes	2014 amended 2015 amended 2017 amended 2018	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.4. and D.1.c.
2014-08	Partner with local nonprofit to provide special needs housing	2014	Increase housing choice for low-income families *and* create incentives for families to work, seek work or prepare for work.	Attachment C Sections B.4., D.1.b., and D.7.a.
2015-01	Elimination of all negative rents and simplification of HCV utility allowances	2015	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections D.2.a. and C.11.
2015-02	Allow RHA to inspect its own HCV units	2015	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.9.a. and D.5.

Activity #	Activity Name	Fiscal Year Implemented/ Amended	Statutory Objective(s)	Authorization(s)
2015-03	Eliminate caps on PBV allocations and allow for assignment of PBVs to 100% of RHA-owned, non-Public Housing properties	2015 amended 2017	Reduce costs and achieve greater cost effectiveness *and* increase housing choice for low-income families.	Attachment C Sections D.1.e., D.7., and D.7.a.
2016-01	Simplification of medical deductions	2016 amended 2018	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.11. and D.2.a.
2016-02	Redefine near-elderly person	2016	Increase housing choice for low-income families.	Attachment C Section C.2.
2016-04	Allow HCV participants to lease units that exceed the 40% rent burden	2016	Increase housing choice for low-income families.	Attachment C Section D.2.a.
2016-05	Eliminate Earned Income Disallowance (EID)	2016	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.11. and D.2.a.
2016-06	Disregard earned income of PH household members, age 18-20, who are not the head of household or co-head	2016	Create incentives for families to work, seek work or prepare for work.	Attachment C Section C.11.
2016-07	Implement a $75 fee for each additional HQS inspection when more than two inspections are required	2016	Reduce costs and achieve greater cost effectiveness.	Attachment C Section D.1.a.
2016-08	Expand Project Based Voucher Program	2016 amended 2019	Increase housing choice for low-income families.	Attachment C D.1.e. and D.4.
2017-01	Increase verified application data for HCV applicants	2017	Reduce costs and achieve greater cost effectiveness.	Attachment C Section D.3.a.
2017-02	Asset threshold to determine eligibility for admission	2017 amended 2019	Increase housing choice for low-income families.	Attachment C Sections C.2., D.3.a., D.3.b., and D.4.
2018-01	Landlord Incentive Program	2018 amended 2020	Increase housing choice for low-income families.	Attachment C Section D.1.a. and D.1.d.

Activity #	Activity Name	Fiscal Year Implemented/ Amended	Statutory Objective(s)	Authorization(s)
2019-01	Redetermination of rent reasonableness as a result of a change in contract rent	2019	Reduce costs and achieve greater cost effectiveness *and* increase housing choice for low-income families.	Attachment C Section D.2.c.
2019-02	Provide incentives to $0 HAP households	2019	Create incentives for families to work, seek work or prepare for work *and* reduce costs and achieve greater cost effectiveness.	Attachment C Sections D.1.a., D.1.b., and D.1.c.
2021-01	Affordable Housing Acquisition, Rehabilitation and Preservation	2021	Increase housing choice for low-income families.	Attachment D and use of MTW block grant outlined in PIH Notice 2011-45 (HA)
2021-03	Partnership to Assist Homeless Youth	2021	Increase housing choice for low-income families.	Attachment D and use of MTW block grant outlined in PIH Notice 2011-45 (HA)
2022-01	Workforce Development Program	2022	Create incentives for families to work, seek work or prepare for work	Attachment C Section E.

2014-01: Assign PBVs to RHA owned/controlled units without competitive process

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2014.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures.

Description:
Utilizing numerous funding sources, RHA acquired and maintains over 160 scattered site properties throughout the City of Reno, the City of Sparks, and Washoe County. To expand the housing choices of many low-income families, RHA began assigning PBVs to these agency owned/controlled units without going through a competitive process. A Technical Amendment to the FY 2014 MTW Annual Plan followed that allows for initial contract rents to be set by RHA if that rent is set at or below the applicable low HOME rents for the area.

Impact:
This activity was initially intended to reduce costs by eliminating requirements of the competitive process. Upon implementation of the Technical Amendment, costs were reduced further by allowing RHA to set rents at or below low HOME rents, which are below market rent, rather than hiring or paying a state-certified appraiser and a HUD-approved independent agency to set the rents.

Units being assigned a PBV through this activity are being used for many of RHA's programs, including RHA's Mobility Demonstration (Activity 2014-02). With the limited number of affordable housing units available throughout the area, the ability to assign PBVs has proven to be an effective way to increase housing choice for several low-income households. RHA has received HUD approval to assign PBVs to 97 units, three of which have since been removed.

Update/Status:
Although the housing market has strengthened and the amount of available inventory has become increasingly limited, RHA remains committed to purchasing or developing additional housing should these units further the agency's mission. Properties purchased and/or developed will continue to be reviewed to determine whether the use of a PBV is appropriate. RHA will continue to utilize this approved flexibility should the opportunity present itself.

This activity remains ongoing.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-01 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Cost of assigning PBVs to RHA owned/controlled unit without competitive process.	$720/property	$0	$0	Yes

2014-01 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Amount of RHA staff hours required to complete task.	.25 hours or 15 minutes per property	0 hours	0 hours	Yes

Hardship Policy:
As this activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
There were no challenges in achieving the benchmarks identified for this activity.

2014-02: Mobility Demonstration

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2014.

MTW Statutory Objective(s):
Increase housing choice for low-income families *and* provide incentives to families with children where the head of household is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient.

Description:
RHA's Mobility Demonstration allows low-income PH families with children to move to deconcentrated neighborhoods of opportunity. To make this possible for these families, RHA is assigning PBVs (Activity 2014-01) to single family homes, duplexes, and condominiums within low-poverty census tracts throughout the cities of Reno and Sparks. Following HUD's approval of a new PBV or the vacancy of an existing PBV unit that has been identified for this activity, PH families who meet the established requirements to participate in the Mobility Demonstration, are offered the opportunity to move into one of the properties.

The demonstration was established to encourage employment and upward mobility amongst qualified PH residents. Therefore, if a household is unemployed at the time of lease up or becomes unemployed at any time during their participation in the Mobility Demonstration, they are given 120 days to obtain employment. If employment is not secured within 120 days, they are referred to the Workforce Development Program unless they are otherwise determined to be exempt.

Impact:
By the end of FY 2022, a total of 49 former PH families with children had agreed to participate in the Mobility Demonstration and move to properties in low-poverty census tracts. To date, 17 of these families have become completely self-sufficient and moved off housing assistance, while 11 families were removed from the program for various other reasons. There are currently 21 families participating in the Mobility Demonstration. Five of these families, who are currently active in the program, are paying full contract rent and should transition off housing assistance in the coming months.

Update/Status:
Due to current real estate market conditions, the growth of the Mobility Demonstration has remained stagnated. Throughout FY 2022, RHA was not able to increase participation in the program due to the limited availability of properties within low poverty neighborhoods where a PBV can be assigned. Although this program remains small, it continues to be an exciting program for RHA to offer its qualified PH residents.

RHA continues to collect data on each family who agrees to participate in the Mobility Demonstration. This data is being used by the University of Washington (UW) to evaluate the overall progress of these families. UW's most recent analysis of the program can be found at the end of this report (Attachment 1).

The activity remains ongoing.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-02 SS #1: Increase in Household Income				
Average earned income of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of earned income of Mobility Demonstration households.	$15,007	$15,757[7]	$30,570[8] FY 2021: $23,581 FY 2020: $21,572 FY 2019: $24,020 FY 2018: $23,418 FY 2017: $21,649 FY 2016: $16,297 FY 2015: $16,733 FY 2014: No Change	Yes

2014-02 SS #2: Increase in Household Savings				
Average amount of savings/escrow of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of savings/ escrow of participating Mobility Demonstration households.	$231	$531[9]	$1,276[10] FY 2021: $1,404 FY 2020: $2,358 FY 2019: $1,606 FY 2018: $1,521 FY 2017: $1,714 FY 2016: $925 FY 2015: $410 FY 2014: No Data	No

[7] Benchmark based on a 5% increase in earned income year over year, or an increase of roughly $750/year.

[8] Throughout most of FY 2022, 21 households were leased up under the Mobility Demonstration program of which 19 had earned income as of June 30, 2022. The amount of earned income reported under this metric is based on the 12-month average of all Mobility Demonstration households with earned income.

[9] Benchmark based on an increase in household savings of $25 per month or $300 per year.

[10] Four Mobility Demonstration participants have a savings account with an average balance of $698 and 12 participants have a checking account with an average balance of $578.

2014-02 SS #3: Increase in Positive Outcomes in Employment Status				
Report each type of employment status for those head(s) of households affected.				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[11]	**Benchmark Achieved?**
Employed Full-Time	8 or 25%	14 or 34%	8 or 38% (8 HOH, 0 Co-Head) FY 2021: 8 or 35% FY 2020: 7 or 30% FY 2019: 8 or 35% FY 2018: 9 or 36% FY 2017: 10 or 38% FY 2016: 7 or 24% FY 2015: 10 or 31% FY 2014: 11 or 50%	Yes
Employed Part-Time	9 or 28%	24 or 61%	3 or 14% (3 HOH, 0 Co-Head) FY 2021: 6 or 26% FY 2020: 6 or 26% FY 2019: 9 or 39% FY 2018: 8 or 32% FY 2017: 8 or 31% FY 2016: 9 or 31% FY 2015: 8 or 25% FY 2014: 5 or 23%	No
Enrolled in an Educational Program	0 or 0%	0 or 0%	0 or 0% FY 2021: 1 or 4% FY 2020: 0 or 0% FY 2019: 1 or 4% FY 2018: 2 or 8% FY 2017: 1 or 4% FY 2016: 1 or 3% FY 2015: 1 or 3% FY 2014: 2 or 9%	Yes
Enrolled in Job Training Program	0 or 0%	0 or 0%	0 or 0% FY 2021: 0 or 0% FY 2020: 10 or 43% FY 2019: 10 or 43% FY 2018: 8 or 32% FY 2017: 0 or 0% FY 2016: 0 or 0% FY 2015: 12 or 38% FY 2014: no data	Yes

[11] Throughout FY 2022, 21 households were leased up under the Mobility Demonstration program. The percentage calculation for each employment status within this metric includes co-head members, where applicable. In these instances, the actual breakdown of the number of head of households and co-heads included in the count is clearly noted.

Unit of Measurement	Baseline	Benchmark	Outcome[12]	Benchmark Achieved?
Unemployed	14 or 44%	2 or 5%	13 or 62% (10 HOH, 3 Co-Head) FY 2021: 12 or 52% FY 2020: 14 or 49% FY 2019: 10 or 43% FY 2018: 12 or 48% FY 2017: 12 or 46% FY 2016: 12 or 41% FY 2015: 13 or 41% FY 2014: 6 or 27%	No[13]
Other	N/A	N/A	N/A	N/A

2014-02 SS #4: Households Removed from Temporary Assistance for Needy Families (TANF)				
Number of households receiving TANF assistance (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Mobility Demonstration households receiving TANF assistance.	2	2	1 FY 2021: 0 FY 2020: 0 FY 2019: 1 FY 2018: 2 FY 2017: 2 FY 2016: 4 FY 2015: 4 FY 2014: 2	Yes

12 Throughout FY 2022, 21 households were leased up under the Mobility Demonstration program. The percentage calculation for each employment status within this metric includes co-head members, where applicable. In these instances, the actual breakdown of the number of head of households and co-heads included is clearly noted.

13 This metric includes seven unemployed HOH members with an exemption from being required to participate in the Workforce Development Program.

2014-02 SS #5: Households Assisted by Services that Increase Self-Sufficiency				
Number of households receiving services aimed to increase self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome[14]**	**Benchmark Achieved?**
Mobility Demonstration households receiving services aimed to increase self-sufficiency.	0	2	21 FY 2021: 23 FY 2020: 24 FY 2019: 24 FY 2018: 21 FY 2017: 21 FY 2016: 16 FY 2015: 9 FY 2014: 2	Yes

2014-02 SS #6: Reducing Per Unit Subsidy Costs for Participating Households				
Average amount of Section 8 and/or 9 subsidy per household affected by this policy in dollars (decrease).				
Unit of Measurement	**Baseline[15]**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of Section 8 and/or 9 subsidy per Mobility Demonstration household.	$269,280	$266,251	$111,450[16] FY 2021: $107,616 FY 2020: $116,052 FY 2019: $112,946 FY 2018: $122,160 FY 2017: $145,213 FY 2016: $145,464 FY 2015: $167,424 FY 2014: $124,872	Yes

14 All Mobility Demonstration households can take advantage of the Workforce Development Program, however only those who are unemployed for longer than 120 days are referred to the program and required to participate.

15 Baseline has been calculated based on the average ceiling rent for each PH complex ($776) less the average TTP at each PH complex based on the bedroom size ($235) of current Mobility Demonstration households at time of admission.

16 RHA paid an average of $422.16/per family in HAP payments or $9,287.49 per month for the 21 families who participated in the Mobility Demonstration throughout FY 2022.

2014-02 SS #7: Increase in Agency Rental Revenue				
PHA rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Increase in RHA rental revenue.	$0	$347,534	$326,520 FY 2021: $322,638 FY 2020: $305,304 FY 2019: $303,810 FY 2018: $292,554 FY 2017: $266,107 FY 2016: $251,700 FY 2015: $245,553 FY 2014: $73,058	No

2014-02 SS #8: Households Transitioned to Self-Sufficiency				
Number of households transitioned to self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[17]	**Benchmark Achieved?**
Mobility Demonstration households transitioned to self-sufficiency.	0	2	2 FY 2021: 0 FY 2020: 1 FY 2019: 3 FY 2018: 2 FY 2017: 2 FY 2016: 2 FY 2015: 4 FY 2014: 1	Yes

[17] In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met the final phase of self-sufficiency per RHA's definition.

Furthermore, the outcome includes only households who were active in in FY 2022, it does not include families who moved off the program prior to FY 2022. Of the households currently leased up under the Mobility Demonstration, 11 have met RHA's first phase of self-sufficiency.

2014-02 HC #5: Increase in Resident Mobility				
Number of households able to move to a better unit and/or neighborhood of opportunity (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Mobility Demonstration households able to move to a better unit and/or neighborhood of opportunity.	0	40	49 FY 2021: 49 FY 2020: 47 FY 2019: 45 FY 2018: 43 FY 2017: 39 FY 2016: 36 FY 2015: 32 FY 2014: 22	Yes

2014-02 HC #7: Households Assisted by Services that Increase Housing Choice				
Number of households receiving services aimed to increase housing choice (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Mobility Demonstration households receiving services.	0	40 Total # of Mobility Demonstration participants expected overall is 40.	49 FY 2021: 49 FY 2020: 47 FY 2019: 45 FY 2018: 43 FY 2017: 39 FY 2016: 36 FY 2015: 32 FY 2014: 22	Yes

The following RHA Local Metric was identified and continues to be tracked for this activity:

2014-02 RHA Local Metric: Improvement in poverty level of census tract				
Improvement in poverty level of census tract for families participating in the Mobility Demonstration.				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Improvement in census tract poverty level for participating families.	31.72%	20%	14.55%[18]	Yes

The following table provides the actual percentage of people living below the poverty line for each census tract where RHA's PH family complexes are located. It also provides the number of residents from each complex who have participated in the Mobility Demonstration and the improvement in percentage of households below the poverty line within the new neighborhoods chosen by Mobility Demonstration participants. On average, by participating in the Mobility

18 Average percentage of people in the census tracts below the poverty line where Demonstration properties are located. This ranges from a low of 4.28% of people in the census tract below the poverty line to a high of 24.65%.

Demonstration, these PH families have moved to neighborhoods where the poverty level has effectively been decreased by 60%.

Improvement in neighborhood poverty lines for Mobility Demonstration participants			
PH complex	Number of families in Mobility Demonstration from PH complex	Percentage of people below poverty line in census tracts where PH complexes are located	Percentage of people below poverty line in census tracts chosen by Mobility Demonstration participants from each PH complex
Essex Manor	12	20.42	9.58, 16.03, 14.89, 14.89, 14.89, 14.89, 9.79, 10.91, 13.17, 9.58, 4.28, 24.65
Hawk View Apartments	13	44.06	22.21, 22.21, 7.24, 9.58, 9.58, 9.58, 14.89, 14.89, 7.5, 7.5, 22.21, 4.28, 24.65
Mineral Manor	12	30.48	10.25, 22.21, 16.03, 19.31, 14.89, 24.65, 9.79, 10.91, 10.91, 22.21, 4.28, 24.65
Myra Birch Manor	3	57.59	14.89, 22.21, 24.65
Stead Manor	9	34.73	10.25, 9.58, 9.58, 16.03, 10.91, 10.91, 4.28, 4.28, 10.91

Hardship Policy:
For any issues pertaining to a tenant's inability to pay rent, the Housing Choice Voucher Program's hardship policy will be in effect.

For issues pertaining to an unemployed resident's referral and required participation in the Workforce Development Program, the participant must request a temporary exemption within thirty (30) days that can be verified by a medical professional. If a participant does not participate in the Workforce Development Program and does not provide verifiable documentation of his/her inability to comply, the Workforce Development Coordinators may initiate termination of the resident's assistance under the HCV program as allowed under 24 CFR §984.303(b)(5)(iii).

Hardship Requests:
There are currently 13 households with unemployed heads of households or co-heads. Of these 13 households, four are elderly/disabled and three have minors under the age of six. The additional households who are currently unemployed will be referred to the Workforce Development Program should they fail to gain employment in the coming months.

To date, there have been no hardship requests related to this activity.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
As of June 30, 2022, 21 of 36 Mobility Demonstration properties are occupied and leased with a PBV; five of these families are currently paying full contract rent and expected to transition off assistance in the coming months. In addition, 17 families have met the final phase of self-sufficiency and moved off housing assistance and 12 continue to occupy the property they originally leased under the Mobility Demonstration. On average these families spent 3.32 years on housing assistance prior to moving off. Although this increased RHA's rental revenue (*2014-02 SS #7*) to $326,520, it limits the number of new families who can be given the opportunity to participate in the demonstration. While each of the benchmarks were not achieved for this activity in FY 2022, this continues to be a successful and exciting activity for RHA to offer to PH residents who qualify.

2014-05: Simplify rent calculations and increase the minimum rent

Plan Year Approved, Implemented and Amended (if applicable):
This policy was identified, approved, and implemented in FY 2014. In FY 2020, this activity was temporarily expanded upon to provide financial relief to PH residents and HCV participants who experienced a financial loss due to COVID-19.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures.

Description:
To reduce costs and achieve greater cost effectiveness, RHA began excluding all educational financial aid from income calculations and allowing self-certification of assets under $10,000. Implementation of this activity also raised RHA's minimum rent from $50 to $75.

Impact:
Throughout FY 2022, RHA sent student status verifications for 156 household members. For each verification sent, RHA incurred the following cost:

HCV Cost for Verification of Student Status			
	Material	Time	Labor
Cost For Housing Specialist		.17 hrs @ $25.86 per hr.	$4.40
Cost for Office Clerk	$2.33	.23 hrs @ $22.34 per hr.	$5.14
Total	$2.33		$9.53
		HCV Total Cost Per Client :	**$11.86**

Similarly, RHA verified assets for 73 HCV participants and 28 PH residents with assets greater than $10,000. For each asset verification sent and processed, RHA incurred the following costs:

HCV Cost for Verification of Asset Calculations			
	Material	Time	Labor
Cost For Housing Specialist		.325 hrs @ $25.86 per hr.	$8.40
Cost for Office Clerk	$3.13	.37 hrs @ $22.34 per hr.	$8.27
Total	$3.13		$16.67
		HCV Total Cost Per Client :	**$19.80**

PH Cost for Verification of Asset Calculations			
	Material	Time	Labor
Cost For Assistant Manager		.43 hrs @ $27.15 per hr.	$11.67
Total	$3.13		$11.67
		PH Total Cost Per Client :	**$14.80**

Over the course of FY 2022, a total of 163 PH residents and 265 HCV participants paid minimum rent. However, as of June 30, 2022, only 84 PH residents and 152 HCV participants were housed paying the minimum rent amount. The remaining 192 households who paid minimum rent during

FY 2022 either moved off the program or are still housed paying more than RHA's established minimum rent.

Update/Status:
The temporary expansion to exclude increased income from rent calculations due to COVID-19 expired on December 31, 2020. All other elements of this activity remain ongoing.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-05 SS #1: Increase in Household Income				
Average earned income of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**[19]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average earned income of households affected by increasing the minimum rent.	$7,450	$500/per year	$1,780[20]	No

2014-05 SS #3: Increase in Positive Outcomes in Employment Status				
Data for each type of employment status for those head(s) of households affected.				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[21]	**Benchmark Achieved?**
Employed Full-Time	20 or 5%	7%	0 or 0%	No
Employed Part-Time	37 or 10%	7%	13 or 6% (9 HCV participants, 4 PH residents)	No
Enrolled in an Educational Program	13 or 3%	3%	0 or 0%	No
Enrolled in Job Training Program	0 or 0%	0 or 0%	0 or 0%	No

19 Baseline was set using the average earned income for 379 HCV participants and PH residents paying minimum rent in FY 2013. This number also includes the average earned income of families on EID at that time. Average earned income of 270 HCV participants paying minimum rent was $5,014 and 109 PH residents was $9,886.

20 Average earned income for 236 HCV participants and PH residents who are currently paying minimum rent. Of these, only 15 households had earned income.

21 Outcome percentage based on a total of 236 households who were paying minimum rent during FY 2022.

Unit of Measurement	Baseline	Benchmark	Outcome[22]	Benchmark Achieved?
Unemployed	309 or 82%	82% No change.	221 or 94% (141 HCV participants, 80 PH residents)	No
Other	0	0	0	N/A

2014-05 SS #4: Households Removed from Temporary Assistance for Needy Families (TANF)				
Number of households receiving TANF assistance (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of households paying minimum rent who are receiving TANF assistance.	25 or 7%	7%	9 or 4% (4 HCV participants, 5 PH residents)	Yes

2014-05 SS #8: Households Transitioned to Self-Sufficiency				
Number of households transitioned to self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome[23]**	**Benchmark Achieved?**
Number of households paying minimum rent who have transitioned to self-sufficiency.	0	4	12	Yes

22 Outcome percentage based on a total of 236 households who were paying minimum rent during FY 2022.

23 In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only households who met RHA's definition regarding the final phase of self-sufficiency.

Throughout FY 2022, seven HCV participants and five PH residents who paid minimum rent following implementation of this activity moved off assistance having met the final phase of self-sufficiency. An additional 98 HCV participants and 60 PH residents met RHA's first phase of self-sufficiency.

2014-05 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total cost of rent simplification tasks (student status verifications).	$2,997[24]	$875	$1,850[25]	No
Total cost of rent simplification tasks (self-certification of assets).	$28,265[26]	$1,076	$1,860[27]	No

2014-05 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total staff hours to complete the rent simplification tasks.	134.4 hours[28]	43.2 hours	62 hours	No
	1,323.3 hours[29]	51.16 hours	63 hours	No

2014-05 CE #3: Decrease in Error Rate of Task Execution				
Average error rate in completing a task as a percentage (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average error rate in completing rent simplification tasks.	6% HCV 3% PH	0.5%	0%	Yes

[24] When this activity was proposed in FY 2014, student status verifications cost the agency of $8.10 per HCV participant.

[25] In FY 2022, student status verifications were processed for 156 dependents at an approximate cost to the agency of $11.86 per HCV participant.

[26] Verification/processing of assets cost RHA approximately $13.92 per HCV participant and $10.96 per PH resident when this activity was proposed in FY 2014.

[27] Total cost to verify/process 73 HCV participants and 28 PH residents with assets over $10,000. In FY 2022, asset verifications cost RHA approximately $19.80 per HCV participant and $14.80 per PH resident.

[28] On average staff spend 0.4 hours per student status verification.

[29] On average staff spend 0.695 hours to process and verify assets in the HCV program and 0.43 hours in the PH program.

<table>
<tr><th colspan="5">2014-05 CE #5: Increase in Agency Rental Revenue</th></tr>
<tr><th colspan="5">Rental revenue in dollars (increase).</th></tr>
<tr><th>Unit of Measurement</th><th>Baseline</th><th>Benchmark</th><th>Outcome</th><th>Benchmark Achieved?</th></tr>
<tr><td rowspan="2">Increase in rental revenue in dollars due to excluding financial aid from income calculations and increasing the minimum rent.</td><td>$0</td><td>($7,274)</td><td>($7,274)</td><td>Yes</td></tr>
<tr><td>$0</td><td>$154,200</td><td>$444,542[30]

HCV: $24,331/month
PH: $12,714/month</td><td>Yes</td></tr>
</table>

Hardship Policy:
Although the change in student status verification is technically a rent reform activity, the benefit of the activity is going directly to the HCV household. As a result, no hardship policy was established or required.

RHA's standard hardship policies for an exception to minimum rent for HCV households and PH residents are still in place and can be requested if the family experiences one or more of the following qualifying events:

a. The household has lost eligibility or is awaiting an eligibility determination for Federal, State or local assistance, including a household with a member who is a noncitizen lawfully admitted for permanent residence under the Immigration and Nationality Act, and who would be entitled to public benefits but for Title IV of the Personal Responsibility and Work Opportunity Act of 1996.
b. The household would be evicted as a result of the imposition of the minimum rent requirement.
c. The income of the household has decreased because of changed circumstances, including loss of employment or death of a household member. "Loss of employment" is defined as being laid off or terminated through no fault of the employee. Loss of employment does not, for the purposes of exemption to minimum rent, include voluntarily quitting employment. "Death in the family", for the purposes of exemption to minimum rent, includes head of household or spouse, or any household member.
d. Other circumstances as determined by RHA or HUD.

RHA will review all household requests for exception from the minimum rent due to financial hardships. If RHA determines that the hardship is temporary (defined as a duration of less than 90 consecutive days), a minimum rent will not be imposed for a period of up to 90 days from the date of the household's request. At the end of the temporary suspension period, a minimum rent will be imposed retroactively to the time of suspension.

If RHA determines that there is a qualifying long-term financial hardship, RHA must exempt the household from the minimum rent requirements for as long as the hardship continues. The

30 The HCV number represents the monthly TTP for 172 HCV participants who were housed paying the minimum rent. On June 30, 2022, 20 of these households had moved off paying the minimum rent. Similarly, the PH number represents 97 PH residents who were housed paying the minimum rent. On June 30, 2022, 13 of these residents were no longer being assisted.

exemption from minimum rent shall apply from the first day of the month following the household's request for exemption.

Hardship Requests:
During FY 2022, 10 HCV participants were approved to pay less than the minimum rent due to a requested hardship. While each of these participants had an approved hardship, it is not known whether the hardship was directly related to RHA's implementation of this activity.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
Although there are no actual changes to the metrics/data collection methodology, the outcomes reported include Mainstream voucher holders who are not included in RHA's voucher utilization.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:
In FY 2013, RHA established a baseline for increase in earned income (*2014-05 SS#1*) for this activity based on 379 HCV participants and PH residents paying minimum rent at that time. This baseline number was erroneous as it included the average earned income of families who were paying the minimum rent while participating in EID. In FY 2016, RHA eliminated EID resulting in the removal of the earned income of these participating households from the outcome. The reported outcome for this metric is based on 236 HCV and PH households who were paying the established minimum rent on June 30, 2022. Of these 236 households, 94% had no earned income. Based on the prior elimination of EID and the fact that a high percentage of minimum rent households typically have no earned income, RHA does not anticipate meeting this benchmark.

Should the outcome for this same metric be comprised of households who had previously paid minimum rent following implementation but are now paying more than the minimum rent, the outcome would be quite different. At the end of FY 2022, 326 HCV participants and 153 PH residents, who had previously paid minimum rent, had either moved off assistance or were still housed paying more than the minimum rent. Of these 479 households, 115 PH residents and 192 HCV participants reported an average earned income of $26,857. Based on the data from these households, the benchmark for increase in earned income would have been met (*2014-05 SS#1*). Furthermore, the employment status for these households would have increased enough to also meet the established employment benchmarks set for this activity (*2014-05 SS#3*).

The outcomes reported under agency cost savings *(2014-05 CE #1)* is completely comprised of the administrative cost RHA incurs to verify and process both assets and student status. To accurately reflect a more realistic cost associated with these verifications, staff costs estimates have been updated to reflect average payroll costs for those staff members who process the verification. This resulted in an increase of 46.42% per student verification, 42.24% per asset verification in the HCV program, and 35.04% per asset verification in the PH program. If metric outcomes were based the costs incurred when this activity was initially proposed, student status verifications would have cost the agency $1,264 while asset verifications would carry a cost of $1,323.

2014-06: Triennial recertifications for elderly/disabled participants on fixed incomes

Plan Year Approved, Implemented and Amended (if applicable):
This policy was identified, approved, and implemented as a biennial activity in FY 2014. It was expanded into a triennial activity in FY 2015, amended in FY 2017 to allow for the use of local forms to accommodate the triennial schedule and amended in FY 2018 to disregard Cost of Living Adjustment (COLA) increases between recertifications.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures.

Description:
Elderly and disabled PH residents and HCV participants with stable income sources now have recertifications on a triennial schedule as the amount of rent RHA receives from stable income households when the COLA is applied is completely negligible. Any COLA increases received between recertification dates are retained by the family and will not be counted towards rent until a "true" triennial recertification is processed.

Stable income sources include and are limited to: Social Security benefits, Supplemental Security Income (SSI), Social Security Disability (SSD), and pensions. There can be no earned income in the household and no minors.

If a participant meets both the elderly or disabled definition as defined by HUD *and* the stable income definition, RHA performs a triennial recertification rather than an annual recertification; if not, the participant remains under the annual recertification schedule. Any elderly/disabled household with additional income sources other than the above-defined stable income sources, or households with minors (even if the head of household is elderly or disabled), are required to have annual recertifications.

Impact:
In FY 2022, RHA continued to experience both staff time savings and agency cost savings. This savings was based on 850[31] recertifications in the HCV program and 205 recertifications in the PH program that were skipped based on the established triennial recertification schedule.

Update/Status:
Low vacancy rates due to an extremely tight rental market throughout the Truckee Meadows have resulted in rents that continue to climb. This unpredictable rental market has made it challenging for many of RHA's HCV participants, including the elderly and disabled participants relying only on stable income sources. Beginning in 2017, RHA's HCV landlords began requesting rent increases in direct correlation to market conditions and during that year alone RHA saw the number of rent increase requests increase by 221%. As the region's affordable housing shortage continues, RHA's goal is to ensure continued affordability for RHA's elderly and disabled HCV participants on this triennial recertification schedule. In FY 2023, RHA received approval to update this policy

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31 The outcomes reported include 38 Mainstream voucher holders who are not included in RHA's overall voucher allocation for MTW.

and allow payment standards to be applied following a contract rent increase request rather than only allowing them to be applied at the family's annual reexamination.

The activity remains ongoing.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-06 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total cost for recertification of elderly/disabled participants on fixed incomes.	$140,933 HCV: $112,291 PH: $28,642	$113,887 HCV: $91,989 PH: $21,898	$129,558 HCV: $104,769 PH: $24,788.50 Total annual savings: $11,376.50 FY 2021: $112,978 FY 2020: $124,761 FY 2019: $120,235 FY 2018: $118,252 FY 2017: $120,161 FY 2016: $104,419 FY 2015: $113,713	Yes

2014-06 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total amount of staff time to complete recertification of elderly/disabled participants on fixed incomes.	6,726.23 hours HCV: 468.02 hours per month or 5,616.23 hours annually PH: 92.5 hours per month or 1,110 hours annually	5,625.94 hours HCV: 401.49 hours per month or 4,817.86 hours annually PH: 67.34 hours per month or 808.08 hours annually Total savings of 91.69 hours per month or 1,100.28 hours annually	3,414.66 hours HCV: 216.76 hours per month or 2,601.14 hours annually PH: 67.78 hours per month or 813.52 hours annually Total savings of 118.08 hours per month or 1,416.9 hours annually FY 2021: 3,381.50 FY 2020: 3,958.86 FY 2019: 3,510.56 FY 2018: 3,570.99 FY 2017: 3,871.53 FY 2016: 3,202.27 FY 2015: 3,323.28	Yes

2014-06 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Rental revenue in dollars (increase).	$0	$0	$0	Yes

Hardship Policy:
RHA proposed no hardship policy as no additional burden was being placed on residents, however, residents can request an annual recertification should they experience a decrease in income. Throughout FY 2022, 20 HCV participants requested an annual recertification instead of waiting for the scheduled triennial recertification.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
Although there are no actual changes to the metrics/data collection methodology, the outcomes reported include Mainstream voucher holders who are not included in RHA's overall voucher allocation within the HCV program for MTW.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
Although benchmarks were achieved for this activity this year, it is anticipated that there may be some years when they will not be reached due to the overall nature of this activity.

2014-08: Partner with local nonprofits to provide housing to at risk families

Plan Year Approved, Implemented and Amended (if applicable):
This policy was identified, approved, and implemented in FY 2014.

MTW Statutory Objective(s):
Increase housing choice for low-income families and provide incentives to families with children where the head of household is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient.

Description:
RHA is providing PBV units to clients of its nonprofit partners. These PBVs are for two years and each of the nonprofit partners provide supportive services. RHA also worked with Silver Sage Manor, Inc. to assign five PBVs for units at their NSP3 property located at 435 Moran Street. This property was completely rehabilitated using NSP3 funds provided by the City of Reno. Although Silver Sage Manor, Inc. does not provide any supportive services, their property houses elderly individuals in the City of Reno, the City of Sparks, and Washoe County community who are, or may soon become, homeless.

Impact:
At the end of FY 2022 the impact of this activity remains minimal, however, RHA feels that it is still beneficial to the local community and will continue to reach out to potential nonprofit partners. As of June 30, 2022, 15 properties were leased to clients of Washoe County Health and Human Services Agency, Northern Nevada HOPES, Casa de Vida, and the Domestic Violence Resource Center. Furthermore, five units were leased at 435 Moran Street with no supportive services.

Update/Status:
The activity remains ongoing.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-08 CE #4: Increase in Resources Leveraged				
Amount of funds leveraged in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**[32]	**Outcome**[33]	**Benchmark Achieved?**
Amount of funds leveraged in dollars by partnering with local non-profits.	$0	$13,260	$13,240	No

[32] Benchmark is set assuming full lease up of five units with CAAW, RHA's longest partnership. CAAW has estimated approximately $221 per month per client in additional resources.

[33] Outcome for this benchmark includes the 12 PBV units leased at Willie J Wynn Apartments. Washoe County Health and Human Services Agency provides approximately 15 hours each month for case management services for all 12 units.

2014-08 HC #4: Displacement Prevention				
Number of households at or below 80% AMI that would lose assistance or need to move (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of households at or below 80% AMI that would lose assistance or need to move.	0	0	0	Yes

2014-08 HC #5: Increase in Resident Mobility				
# of households able to move to a better unit and/or neighborhood of opportunity (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of households able to move to a better unit and/or neighborhood of opportunity because of partnership.	0	2	0	No

2014-08 HC #7: Households Assisted by Services that Increase Housing Choice				
Number of households receiving services aimed to increase housing choice (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[34]	**Benchmark Achieved?**
Number of households receiving services aimed to increase housing choice due to partnership.	0	2	20	Yes

Hardship Policy:
As this activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:
Most of the properties identified and assigned PBVs under this activity are in neighborhoods with a higher percentage of families living below the poverty line. Although this decreases the outcome for increasing resident mobility (*2014-08 HC #5*), the properties identified under this activity allow for easy delivery of services from RHA's nonprofit partners.

[34] Outcome for this benchmark includes five PBV units leased at 435 Moran St without case management services.

2015-01: Elimination of all negative rents & simplification of HCV utility allowances

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2015.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures by eliminating the amount spent each month on negative rents, reducing the amount of staff time needed to calculate utility allowances and encouraging participants to find a unit that matches their voucher size.

Description:
Due to HUD's rules regarding calculation of income, PHAs may pay a utility reimbursement to the participant if the utility allowance (for tenant-paid utilities) exceeds the amount of the TTP. Following implementation of this activity, RHA's PH residents and HCV participants no longer receive negative rents due to utility allowances.

RHA also simplified the HCV utility allowances for all units by creating a flat utility allowance schedule based on structure type and authorized voucher bedroom size through this activity. This simplified schedule is reviewed annually based on current utility rates and usage to determine whether the schedule accurately reflects current market conditions.

Impact:
Following HUD's approval of RHA's FY 2015 MTW Plan, RHA notified PH residents and HCV participants regarding the elimination of all negative rents effective October 1, 2014. There are currently no HCV participants or PH residents receiving a utility reimbursement payment.

At the end of FY 2022, 2,101[35] HCV participants were receiving the simplified utility allowance. This schedule allows HCV participants to know exactly what amount they will receive and encourages them to seek out units based on their authorized voucher size and energy efficiencies. Implementation of the simplified schedule has saved a significant amount of staff time and alleviated errors within rent calculations.

Update/Status:
Although the study provided by The Nelrod Company is very comprehensive, it is also very time consuming to review the utility usage for each HCV unit to determine the best use of the data provided. Often, the revised allowance following the data review does not result in a significant change to the schedule for any unit type. RHA is reviewing a more cost-effective approach to updating the utility allowance schedule and may consider additional methodology that reflects local consumption patterns and costs in the future.

This activity remains ongoing.

[35] The outcomes reported include 76 Mainstream voucher holders who are not included in RHA's overall voucher allocation for MTW.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

The following Baselines, Benchmarks and/or Metrics relate to the elimination of negative rents:

2015-01 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline[36]**	**Benchmark[37]**	**Outcome**	**Benchmark Achieved?**
Amount in negative rents issued to PH residents.	$13,180	$660	$0	Yes
Amount in negative rents issued to HCV participants.	$198,785	$9,940	$0	Yes

2015-01 CE #2: Staff Time Savings				
Total time to complete task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
PH staff hours to complete task.	6 hours annually or 0.5 hours per month	0 hours	0 hours	Yes
HCV staff hours to complete task.	204 hours annually or 17 hours per month	0 hours	0 hours	Yes

The following Baselines, Benchmarks and Metrics relate to the simplification of HCV utility allowances:

2015-01 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline[38]**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Cost of HCV utility allowances.	$263,371 per month	$253,566 per month	$126,853 per month FY 2021: $129,807 FY 2020: $132,798 FY 2019: $133,155 FY 2018: $151,430 FY 2017: $178,227 FY 2016: $188,027	Yes

36 Baseline is set at the cost incurred January – December 2013.

37 Benchmark is set at 5% of original cost based on probable hardship requests.

38 RHA's baseline for this Metric was estimated based on a sample of 372 HCV participants in January 2014 and assumed 100% voucher utilization with all participants receiving a utility allowance. The actual cost in October 2014 for 2,174 HCV participants who were leased up and receiving a utility allowance that month was $201,684 which included 1,353 HCV participants who were still on the old utility allowance schedule.

2015-01 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Hours to calculate HCV utility allowances.	32.5 hours annually	12 hours annually	10.4 hours annually FY 2021: 10.3 FY 2020: 10.5 FY 2019: 10.3 FY 2018: 10.4 FY 2017: 10.7 FY 2016: 11.1	Yes

2015-01 CE #3: Decrease in Error Rate of Task Execution				
Average error rate in completing task as a percentage (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average error rate in completing the HCV utility allowances.	2.6%	0.5%	0%	Yes

2015-01 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[39]	**Benchmark Achieved?**
Rental revenue after the simplification of HCV utility allowances.	$0	$117,760	$897,976 $74,831 per month or $897,976 annually. FY 2021: $862,525 FY 2020: $826,635 FY 2019: $822,347 FY 2018: $603,048 FY 2017: $281,485 FY 2016: $163,886	Yes

Hardship Policies:
RHA established a hardship policy based on the elimination of negative rents that included referring affected families to Workforce Development for budgeting classes and any other assistance necessary to learn to manage their finances. The simplified utility allowance schedules have been set using current utility rates and reasonable expectations of use.

[39] Outcome reflects accumulated annual savings following implementation of this activity in FY 2014. For FY 2022 only, RHA's annual increase in rental revenue was $35,450 or $2,954 per month.

Hardship Requests:
This activity was implemented in FY 2015 and to date, there have been no related hardship requests. Therefore, staff have determined that no excessive hardship exists for the population as a whole and no annual reevaluation of the activity has taken place.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
Although there are no actual changes to the metrics/data collection methodology, the outcomes reported include Mainstream voucher holders who are not included in RHA's overall voucher allocation for MTW.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:
In FY 2022, RHA's average utility allowance was $65.89, based on the 2,101 HCV participants who were receiving one. Although this is only a slight decrease from FY 2021, where RHA's average utility allowance was $66.47 based on 2,083 HCV participants, it continues to be a significant decrease from FY 2019 when the average utility allowance was $71.59 based on the same number of HCV participants. RHA does not anticipate any challenges in achieving the benchmarks identified for this activity.

2015-02: Allow RHA to inspect its own HCV units

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2015.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures by allowing RHA staff to inspect agency owned units rather than paying a contractor.

Description:
Under HUD's rules, a unit that is owned by the PHA that administers the HCV program may not be inspected for HQS compliance by PHA staff. The PHA must obtain the services of a HUD approved independent entity to perform HQS inspections, which often resulted in longer lead times for a unit to become available for a tenant. In FY 2015, RHA staff began conducting inspections on all HCV and PBV units rather than using a third-party contractor, regardless of ownership or property management status, including properties that are owned or managed by RHA.

Impact:
Prior to the implementation of this activity, RHA was required to hire outside inspectors to conduct all inspections on RHA owned units. Furthermore, RHA staff were required to accompany the inspector to each inspection to fill out any additional paperwork. Scheduling these inspections between RHA staff and the third-party contractors often slowed down occupancy, which, over time, cost the agency more money based on the length of the vacancy.

During FY 2022, RHA staff conducted 34 initial inspections and 92 annual inspections on agency owned units rather than using a third-party contractor. Sixteen quality control inspections were also completed by the Director of Rental Assistance.

The following table shows the estimated amount of time RHA staff spent at each annual/initial HQS inspection. The total amount of time spent at each inspection is based on the bedroom size of the unit. It is important to note that the times estimated are conservative and do not include travel to and from the property location.

Estimated FY 2021 staff time spent inspecting RHA owned units			
Bedroom Size	**Estimated amount of staff time per inspection**	**# of inspections performed**	**Staff time (in minutes)**
0	25 minutes	12	300
1	30 minutes	44	1320
2	30 minutes	22	660
3	35 minutes	38	1365
4	40 minutes	10	400
5	45 minutes	0	0
6	50 minutes	0	0
Total amount of staff time spent (in minutes):			4,010
Total amount of staff time spent (in hours):			66.83

Update/Status:
The activity remains ongoing and on schedule.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2015-02 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total amount incurred to have RHA owned HCV units inspected by outside agencies.	$4,645	$0	$0	Yes

2015-02 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Hours spent inspecting HCV units owned by the Agency.	117.83 hours[40]	75.75 hours[41]	66.83 hours[42] FY 2021: 121.08 FY 2020: 47 FY 2019: 90 FY 2018: 102 FY 2017: 105 FY 2016: 96.83	Yes

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

40 Baseline was set based on each inspection taking 10 minutes to schedule and log and one hour for a staff member to accompany the inspector to fill out any additional paperwork for a total of 70 minutes.

41 Benchmark has been set based on RHA staff spending approximately 45 minutes per inspection; a savings of 25 minutes per inspection or 42.08 hours annually.

42 RHA staff conducted 126 inspections in FY 2022. Each inspection took approximately 25-45 minutes based on bedroom size resulting in a savings of 52.50 staff hours.

Actual Significant Changes:
Although there are no actual changes to the metrics/data collection methodology, the outcomes reported include Mainstream voucher holders who are not included in RHA's overall voucher allocation for MTW.

Challenges in Achieving Benchmarks and Possible Strategies:
Although the amount of staff time did meet the set benchmark for staff time savings (*2015-02 CE #2*), RHA's ability to meet this metric is completely reliant on the number of inspections scheduled. During FY 2022, RHA staff conducted 126 inspections on agency owned properties at approximately 32 minutes per property, 13.17 minutes less than RHA's benchmark of 45 minutes per property. Implementation of this activity continues to allow inspections to become more efficient and cost effective.

2015-03: Eliminate caps on PBV allocations and allow for assignment of PBVs to 100% of RHA-owned, non-Public Housing properties

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2015. It was amended in FY 2017.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures *and* increase housing choice for low-income families.

Description:
RHA owns non-PH dwelling units and complexes which have been assigned PBVs and utilized in various housing programs to help more households move off the wait lists. Per 24 CFR §983.56, PBV assistance for units in a project cannot exceed more than 25% of the number of dwelling units (assisted or unassisted) in the project.

In FY 2015, RHA waived the per project cap on RHA owned non-PH complexes allowing for the assignment of PBVs to up to 100% of these units, increasing both the rental revenue for RHA and housing choices for low-income families. In FY 2017, RHA requested and received approval for a waiver to lift the 20% limit on the amount of voucher funding that may be utilized under the PBV program.

Impact:
Approval of this activity has allowed RHA to lease units at Yorkshire Terrace more easily with no additional advertising necessary as applicants are pulled from an existing PBV wait list. Prior to implementing this activity, units at Yorkshire Terrace had been hard to lease due to the LIHTC income restrictions. During FY 2014, 12 units at Yorkshire Terrace were vacant for an average of 4.79 months; however, after implementation of this activity in FY 2015, six units at this same complex were vacant and successfully turned in 1.90 months. During FY 2022, two vacant units with a PBV assigned successfully leased in 2.6 months.

Update/Status:
The activity remains ongoing.

Activity Metrics:
The following HUD Standard Metric was identified and continued to be tracked for this activity.

2015-03 HC #4: Displacement Prevention				
Number of households at or below 80% AMI that would lose assistance or need to move (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Households at or below 80% AMI that lost assistance or needed to move.	0	0	0	Yes

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:
There were no challenges in achieving the benchmark identified for this activity.

2016-01: Simplification of medical deductions

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2016. The activity was amended in FY 2018 to restructure and further simplify the income tiers and associated deductions.

MTW Statutory Objective(s):
Reduce cost and achieve greater cost effectiveness in federal expenditures by reducing the amount of time staff spend verifying all medical deductions claimed during HCV and PH recertifications.

Description:
Under HUD regulations (24 CFR §5.611), if the head, co-head/spouse, or sole member of an applicant household is elderly or disabled, the entire household may claim, as a deduction, medical expenses that are more than three percent (3%) of their annual income if the expenses are not compensated for or covered by insurance. As all deductions from income must be verified, gathering the required documentation often results in a substantial amount of time spent by households wanting to claim the deduction and, in many cases, the required documentation may include private information that some would rather not share. Rather than use third party verifications and require residents to provide receipts showing out of pocket medical expenses, RHA established simplified medical deductions based entirely on the household's gross income.

Impact:
As of June 30, 2022, 430 PH residents and 1,595 HCV participants were directly impacted by this activity. Under RHA's revised income tiers, several households are now receiving a medical deduction of $0. Of the 2,025 eligible households, 37.09% were receiving a simplified medical deduction that was more than $0. Broken down by program, this included 169 PH residents and 582 HCV participants.

Update/Status:
Following HUD's approval of RHA's FY 2016 MTW Annual Plan on August 25, 2015, RHA began implementing simplified medical deductions in the PH and HCV programs. On January 1, 2016, RHA began applying the simplified medical deductions to all PH and HCV elderly and disabled households regardless of whether their portion of total medical expenses exceeded 3% of their annual income. This resulted in a reduction in the number of verifications required, a simplified process for both staff and residents, and a decrease in overall administrative costs. However, RHA's rental revenue within the PH program and the amount of tenant contribution to rent within the HCV program experienced a significant decrease rather than the anticipated increase.

With the announcement of an increase in Medicare premiums for 2017, RHA staff reviewed the original seven income tiers established in the FY 2016 MTW Annual Plan to determine their overall viability for program participants. Following this review, RHA amended the activity in FY 2018 to restructure and further simplify the income tiers and associated deductions. The amended income tiers are based on income guidelines provided by the State Health Insurance Assistance Program in relation to current Medicare coverage.

The following simplified medical deductions, as amended, remains effective for annuals and vouchers issued on or after January 1, 2021:

Simplified Medical Deductions	
Gross Annual Income Range	Annual Medical Deduction
$1 - $12,729	$0
$12,730 - $17,110	$1,700
$17,111 +	$2,915

The activity remains ongoing.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-01 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline[43]**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Costs associated with PH program calculations.	$5,040	$0	$0 FY 2021: $30 FY 2020: $30 FY 2019: $30 FY 2018: $30 FY 2017: $0 FY 2016: $2,136	Yes
Costs associated with HCV program calculations.	$20,412	$0	$0 FY 2021: $24 FY 2020: $119 FY 2019: $24 FY 2018: $119 FY 2017: $201 FY 2016: $5,880	Yes

43 Prior to implementation, medical deductions were verified for approximately 15.17 PH households and 76.34 HCV households per month. Baseline costs were estimated based on a total cost per client of $27.70 per PH verification and $22.28 for each HCV verification.

2016-01 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**[44]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Hours associated with PH program calculations.	191.14 hours	0 hours	0 hours FY 2021: 1.05 hours FY 2020: 1.05 hours FY 2019: 1.05 hours FY 2018: 1.05 hours FY 2017: 0 hours FY 2016: 80.89 hours	Yes
Hours associated with HCV program calculations.	966.47 hours	0 hours	0 hours FY 2021: 1.055 hours FY 2020: 5.275 hours FY 2019: 1.055 hours FY 2018: 5.275 hours FY 2017: 9.50 hours FY 2016: 278.52 hours	Yes

2016-01 CE #3: Decrease in Error Rate of Task Execution				
Average error rate in completing task as a percentage (decrease).				
Unit of Measurement	**Baseline**[45]	**Benchmark**	**Outcome**[46]	**Benchmark Achieved?**
Rate associated with PH program calculations.	2%	0%	4.6%	No
Rate associated with HCV program calculations.	5%	0%	0.6%	No

44 PH Asset Managers/Assistant Managers spend approximately 1.05 hours per PH verification. Within the HCV program, each verification took Housing Specialists .325 hours and Office Clerks .73 hours.

45 Out of 225 audits conducted on PH tenant files, six were found to contain errors related to the calculation of medical deductions. Similarly, out of 72 audits conducted on HCV participant files, four were found to contain errors.

46 Twenty of the 434 PH households who were eligible for a deduction greater than $0 were found to contain errors. As of June 30, 2022, ten of these errors have been corrected. Similarly, ten of the 1,612 HCV households who were eligible for a deduction greater than $0 were found to contain errors.

2016-01 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**[47]	**Outcome**[48]	**Benchmark Achieved?**
Rental revenue associated with PH program.	$0	$11,221	$2,164 FY 2021: $68 FY 2020: ($8.883) FY 2019: ($32,767) FY 2018: ($52,134) FY 2017: ($63,586) FY 2016: ($14,794)	No
Rental revenue associated with HCV program.	$0	$8,765	$9,113 FY 2021: ($148) FY 2020: ($19,284) FY 2019: ($104,690) FY 2018: ($183,759) FY 2017: ($226,182) FY 2016: ($97,615)	Yes

Hardship Policy:
In the event a participant wishes to have their portion of rent calculated based on unreimbursed medical expenses contrary to this activity, they must request a hardship. A three-person committee was established by RHA to review all requests for hardship. Prior to being considered for a hardship and referred to the established committee, participants are required to meet all the criteria set forth in RHA's MTW Annual Plan and internal hardship procedure. These criteria include (1) the household's monthly rent can be no less than RHA's established minimum rent, and (2) third party documentation must be provided detailing all anticipated medical expenses including monetary amounts and frequency. Once the hardship is submitted, the three-person committee will review all the detailed expenses provided and determine whether the requested hardship is warranted. If any part of the established criteria is not met, a hardship will not be granted.

Should a medical hardship be approved in either program, RHA will experience the following cost to the agency:

HCV Cost for Medical Deduction Verification/Processing			
	Material	Time	Labor
Cost for Housing Specialist		.325 hrs @ $25.86 per hr.	$8.40
Cost for Office Clerk	$5.19	.73 hrs @ $22.34 per hr.	$16.31
HCV Total Cost Per Client:			**$29.90**

47 RHA estimated that 308 PH residents would have their rent increased by an average of $3.04 per month, increasing PH rental revenue by $11,221 after implementation. Likewise, 1,094 HCV participants would have their portion of the rent increased by $0.67 per month, an increase in annual tenant contribution to rent of $8,765.

48 As of June 30, 2022, all PH residents and HCV participants were receiving RHA's standard medical deduction. Within PH, 176 PH residents had their rent increased an average of $1.02 per month, increasing PH rental revenue by $2,164. Similarly, 582 HCV participants had their portion of rent increase by $1.30 per month, an annual increase in tenant contribution to rent of $9,113.

PH Cost for Medical Deduction Verification/Processing			
	Material	Time	Labor
Cost for Assistant Manager	$5.19	1.05 hrs @ $27.15 per hr.	$28.51
		PH Total Cost Per Resident:	**$33.70**

Hardship Requests:
During FY 2022, RHA did not receive any hardship requests due to the implementation of this activity and as of June 30, 2022, all eligible households were receiving the standard medical deduction.

Actual Non-Significant Changes:
There are no additional actual non-significant changes.

Actual Changes to Metrics/Data Collection:
Although there are no actual changes to the metrics/data collection methodology, the outcomes reported include Mainstream voucher holders who are not included in RHA's overall voucher allocation for MTW.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
Throughout FY 2022, this activity affected 465 PH residents and 1,721 HCV participants, of which 161 have since moved off assistance. The outcomes reported under this metric include only those families who were eligible for the standard medical deduction and housed on June 30, 2022. This includes 434 PH residents of which 89 are receiving the correct FY 2018 medical deduction, 67 are receiving the correct FY 2021 medical deduction, and 19 are receiving an incorrect deduction amount. Similarly, 1,595 HCV participants of which 279 are receiving the correct FY 2018 medical deduction, 293 are receiving the correct FY 2021 medical deduction, and 10 are receiving the incorrect deduction amount. The remaining households receive no deduction based on the established income tiers or have certified that the household incurs no medical expense.

Benchmarks for Agency Cost Savings (*2016-01 CE #1*) and Staff Time Savings (*2016-01 CE #2*) were met for both programs as no medical hardships were requested in either program. RHA does not anticipate meeting either of these benchmarks if a hardship is requested and approved by the committee. When this activity was initially proposed, it was anticipated that RHA's rental revenue would increase (*2016-01 CE #5*). However, implementation of this activity resulted in an overall loss. During initial analysis, RHA assumed that this activity would affect approximately 308 PH residents and 1,094 HCV participants. Upon further review it was discovered that several households were omitted from the baseline data during the initial analysis. Realizing the overall loss of rental revenue and tenant contribution to rent, RHA amended this activity in FY 2018. The amended activity revised the income tiers and related deductions. It also established a requirement that all households self-certify that ongoing medical expenses were actually incurred prior to receiving the deduction.

RHA has now transitioned all households to the amended simplified medical deduction schedule. As a result, an increase in agency rental revenue was experienced and benchmarks within the HCV program were met for the first time in FY 2022.

2016-02: Redefine near elderly person

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2016. It was expanded upon in FY 2020 to include use of this near-elderly definition within RHA's PBV program.

MTW Statutory Objective(s):
Increase housing choice for low-income families by allowing RHA to change the definition of near elderly for its PH program only and allowing RHA to treat these newly defined households as elderly for admission to one of RHA's senior PH complexes.

Description:
In FY 2016, RHA modified HUD's definition of near elderly as it relates to the PH program to limit it to persons who are at least 55 years of age but below the age of 62. In FY 2020, RHA expanded this near-elderly definition to its PBV program. These newly defined near elderly households are treated as elderly to allow for their admission from the wait list to one of RHA's senior PH complexes or PBV sites, which define elderly as 55 years of age and older. RHA anticipates that this activity will increase the number of eligible families for referral to these units without raising concerns with current residents regarding potential lifestyle conflicts.

Implementation of this policy change does not qualify the near elderly family for the Elderly/Disabled Allowance, triennial recertification schedule or Simplified Medical Deduction.

Impact:
Since the implementation of this activity, there have been 725 near elderly persons/families on the wait list for RHA's senior PH complexes and/or PBV sites. This includes 78 households in FY 2022 who would not have been eligible to apply had this activity not been in place. As of June 30, 2022, an additional 17 near elderly households were added to RHA's wait lists due to the implementation of this activity.

Update/Status:
This activity remains ongoing and on schedule.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-02 HC #4: Displacement Prevention				
Number of households at or below 80% AMI that would lose assistance or need to move (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Households who would lose assistance or need to move.	0	0	0	Yes

2016-02 HC #5: Increase in Resident Mobility				
Number of households able to move to a better unit and/or neighborhood of opportunity (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of near-elderly households able to move to a better unit and/or neighborhood of opportunity.	0	0	0	Yes

The following RHA Local Metric was identified and continues to be tracked for this activity.

2016-02 RHA Local Metric: Additional Units of Housing Made Available				
Number of housing units made available to households at or below 80% AMI.				
Unit of Measurement	**Baseline**	**Benchmark**[49]	**Outcome**	**Benchmark Achieved?**
Number of housing units made available to near-elderly households at or below 80% AMI.	0	17	11 FY 2021: 8 FY 2020: 8 FY 2019: 6 FY 2018: 8 FY 2017: 27 FY 2016: 2	No

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
Throughout FY 2022, RHA experienced 37 vacancies within its elderly PH complexes (*2016-02 RHA Local Metric*). As the number of vacant units varies on an annual basis, it is impossible to determine whether this benchmark will be met in future years. It is important to note that other factors, including preferences being claimed by individual applicants, will affect an applicant's wait list placement and ultimately the lease up sequence.

[49] During CY 2014, RHA experienced 55 vacancies within its three senior PH complexes. The benchmark for this activity was established assuming that approximately 30% of these vacancies could have been offered/leased to near-elderly households.

2016-04: Allow HCV participants to lease units that exceed the 40% rent burden

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2016.

MTW Statutory Objective(s):
Increase housing choice for low-income families by providing HCV participants with more of a choice at lease up.

Description:
Through the HCV program, rental subsidies are provided for standard-quality units that are chosen by the tenant in the private market. Per 24 CFR §982.508, tenant rent plus utilities is limited to no more than 40% of monthly adjusted income when the family first receives voucher assistance in a unit. However, this maximum rent burden requirement is not applicable at reexamination if the family stays in place. In many cases, tenancy is not approved because the tenant's portion of rent exceeds this maximum 40% rent burden by a relatively small amount.

To increase housing choice for several HCV participants, RHA began permitting these participants to lease units that exceed the 40% maximum rent burden in accordance with their individual financial circumstances. HCV participants can now choose housing that is more costly than otherwise permitted under HUD regulations if the initial maximum rent burden does not exceed 50% of their monthly adjusted income at the time of approving tenancy and executing a HAP contract.

Impact:
Implementation of this activity allows HCV participants to lease units in lower poverty, higher opportunity neighborhoods with better schools and employment opportunities. It also empowers participants by allowing them to choose how they allocate their own resources.

Throughout FY 2022, 64 HCV participants leased units that exceeded 30% of their monthly adjusted income and six of these families chose units that exceeded 40% of their monthly adjusted income. Of these, four leased units that were in low poverty neighborhoods where only 14.23% of households were below the poverty line.

Update/Status:
The activity remains ongoing and on schedule.

Activity Metrics:
The following HUD Standard Metric was identified and continues to be tracked for this activity.

2016-04 HC #5: Increase in Resident Mobility				
Number of households able to move to a better unit and/or neighborhood of opportunity (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of households able to move to a better unit and/or neighborhood of opportunity.	0	52[50]	6[51] FY 2021: 5 FY 2020: 11 FY 2019: 4 FY 2018: 35 FY 2017: 5 FY 2016: 1	No

Hardship policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no additional actual non-significant changes.

Actual Changes to Metrics/Data Collection:
Although there are no actual changes to the metrics/data collection methodology, the outcomes reported include Mainstream voucher holders who are not included in RHA's overall voucher allocation for MTW.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
While this activity allows HCV participants to lease units that exceed 40% of monthly adjusted income, it is completely voluntary based on how participants choose to allocate their own resources. This activity is also influenced by several factors including, but not limited to, local rental market conditions and changes to the HCV payment standards. Many of these factors make the number of participants taking advantage of this activity difficult to predict.

[50] During January and February 2014, RHA staff had 52 families who were residing in units that exceeded the 40% maximum rent burden. On average, these families had a rent burden of 58.24%.

[51] Throughout FY 20022, six families chose units that exceeded 40% of their monthly adjusted income. On average, these families had a rent burden of 43.09%.

2016-05: Eliminate Earned Income Disallowance (EID)

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2016.

MTW Statutory Objective(s):
Reduce cost and achieve greater cost effectiveness in federal expenditures by saving the staff time necessary to track EID participants throughout their eligibility period.

Description:
EID allows eligible tenants in the PH and HCV programs to increase their incomes through employment without triggering rent increases. Under HUD's guidelines (24 CFR §960.255), EID applies to a family member residing in PH whose annual income increases because of employment or increased earnings. Within the HCV program, EID applies to a family whose income increases because of employment or increased earnings of a family member who is a person with disabilities (24 CFR §5.617). The resulting income increase is fully excluded for 12 months and 50% excluded for an additional 12 months. As EID regulations are cumbersome to apply and only affected approximately three percent (3%) of the tenants in RHA's PH and HCV programs, RHA eliminated this HUD-mandated calculation of rent in FY 2016.

Impact:
As of July 31, 2017, all existing EID participants have transitioned off the program.

Update/Status:
The activity remains ongoing and on schedule.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-05 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**[52]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Costs associated with EID calculations in the PH program.	$2,553	$2,553	$0 FY 2017: $1,612 FY 2016: $2,016	Yes
Costs associated with EID calculations in the HCV program.	$440	$440	$0 FY 2017: $308 FY 2016: $396	Yes

[52] Based on 74 PH residents participating in EID (35 who were employed) and 25 HCV households participating in EID (10 who were employed). Baselines were based on a cost of $53.74 per employed PH resident and $43.99 per employed HCV participant. Monthly tracking by six PH staff members (25 min per month) resulted in an additional cost of $55.98 per month.

2016-05 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**[53]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Hours associated with EID calculations in the PH program.	114 hours Asset Manager & Assistant Asset Manager: 35*0.8 = 28 35*1.6 = 56 2.5*12 = 30 28+56+30 = 114	114 hours	0 hours FY 2017: 72 hours FY 2016: 90 hours	Yes
Hours associated with EID calculations in the HCV program.	24 hours Housing Specialist: 10*0.8 = 8 10*1.6 = 16 8+16 = 24	24 hours	0 hours FY 2017: 17 hours FY 2016: 21 hours	Yes

2016-05 CE #3: Decrease in Error Rate of Task Execution				
Average error rate in completing a task as a percentage (decrease).				
Unit of Measurement	**Baseline**[54]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Error rate associated with PH program calculations.	0%	0%	0%	Yes
Error rate associated with HCV program calculations.	0%	0%	0%	Yes

[53] Based on 74 PH residents participating in EID (35 who were employed) and 25 HCV households participating in EID (10 who were employed). Annual recertifications take staff 0.8 hours to complete while staff spend 1.6 hours on each change to rent calculation due to an increase in income. On average, each household also requested two changes to their rent calculation due to a change in income. Furthermore, PH staff tracked all 74 EID participants on a monthly basis. Similarly, EID rent calculations were conducted for 10 HCV households. On average, each of these households also requested two changes to their rent calculations due to a change in income.

[54] Staff routinely conduct audits on tenant files to determine and identify errors based on the various variables to calculate rent in the PH and HCV programs. Several audits conducted less than 1% have been found to contain errors associated with EID calculations within the PH program. Furthermore, the number of households enrolled in EID on the HCV program is less than 1% of the population. Both of these factors render the average error rate as negligible.

2016-05 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Rental revenue associated with PH program.	$0	$28,171	$28,171 FY 2017: $50,836 FY 2016: $10,459	Yes
Rental revenue associated with HCV program.	$0	$4,747	$4,747 [55] FY 2017: 17,921 FY 2016: $0	Yes

Hardship Policy:
EID PH residents and HCV participants who were enrolled in the program upon implementation on August 25, 2015, could retain their benefits for a minimum of one year following plan approval. As a result, no hardship policy was established or required for this activity.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:
Upon implementation of this activity, RHA stopped enrolling new households in EID and existing EID participants began to be phased off the program through a transition period. As all PH residents and HCV participants have successfully transitioned off the EID program, the outcomes for agency cost savings and staff time savings (*2016-05 CE #1* and *2016-05 CE #2*) will remain at zero. Furthermore, the outcomes for error rate and increase in agency rental revenue (*2016-05 CE #3* and *2015-05 CE #5*) will continue to show RHA's initial benchmark going forward.

[55] This is tenant contribution to rent, not an increase in rental revenue to RHA.

2016-06: Disregard earned income of PH household members, age 18-20, who are not the head of household, co-head, or spouse

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2016.

MTW Statutory Objective(s):
Create incentives for young adults to work, seek work or prepare for work in order to become economically self-sufficient.

Description:
Current HUD regulations for the PH program require that all earned income of adult children, between the ages of 18 and 20, be factored into the household's rent. To provide an incentive to pursue employment and become economically self-sufficient, RHA revised the definition of countable income and began excluding all earned income for these young adults when determining rent for the entire household. This exclusion is only applicable if the young adult is not the head of household, co-head, or spouse.

Impact:
During FY 2022, there were 68 adult children between the ages of 18-20 living in PH who were eligible to participate in this activity upon gaining employment. Of these 68 young adults, 23 are currently employed, 30 are unemployed, two collect SSI, four are no longer eligible after turning 21, and nine moved off the program.

Average earned income of adult children (ages 18-20) who are not the head of household or co-head	
	PH residents
Maximum Amount Earned	$42,554
Minimum Amount Earned	$6,146
Average Amount Earned	$21,583

Total monthly earned income amount	
Monthly amount of income earned by adult children (ages 18-20) in the PH program who were not the head of household or co-head	$98,961

On average of $98,961 was excluded from income calculations per month due to the implementation of this activity. As earned income for these young adults living in PH, who are not the head of household, co-head, or spouse, has been completely excluded, RHA experienced a loss of $8,657 per month in potential rental revenue. With the assumption that this remained consistent throughout the year, these PH households saved an average of $376 per month from their portion of the rent.

Update/Status:
The activity remains ongoing and on schedule.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-06 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Rental revenue in dollars.	$0	$0	$0	Yes

2016-06 SS #1: Increase in Household Income				
Average earned income of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average earned income of adult children, ages 18-20, living in PH affected by this policy.	$11,481	$12,629	$21,583 FY 2021: $20,932 FY 2020: $14,555 FY 2019: $21,081 FY 2018: $18,122 FY 2017: $11,921 FY 2016: $11,543	Yes

2016-06 SS #8: Households Transitioned to Self-Sufficiency				
Number of households transitioned to self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[56]	**Benchmark Achieved?**
Number of households transitioned to self-sufficiency.	0	0	0 FY 2021: 3 FY 2020: 1 FY 2019: 0 FY 2018: 2 FY 2017: 6 FY 2016: 8 21 households affected by this policy have met RHA's first phase of self-sufficiency	Yes

[56] In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met RHA's definition in regard to the final phase of self-sufficiency.

Hardship Policy:
Although this is technically a rent reform activity, the benefit of the activity is going directly to the PH household. As a result, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:
There were no challenges in achieving the benchmarks identified for this activity.

2016-07: Implement a $75 fee for each additional HQS inspection when more than two inspections are required

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2016.

MTW Statutory Objective(s):
Reduce cost and achieve greater cost effectiveness in federal expenditures by saving the staff time necessary to conduct more than two inspections on a single property due to the owner/manager's failure to complete the needed repairs.

Description:
RHA is required to conduct re-inspections on units that fail a Housing Quality Standards (HQS) inspection to ensure that the owner/manager or tenant has corrected the noted violations. If the unit fails HQS, the owner/manager is notified in writing of the deficiencies and repairs that need to be made within 30 days. If the owner/manager does not take the required corrective action, RHA can abate the HAP payment beginning 30 days from the date of the first inspection until the required work is complete. Frequently, a third inspection is required to verify the completion of the noted deficiencies.

To encourage owners/managers to correct the noted violations quickly and provide RHA's clients with safer living conditions, RHA began charging the owner/manager a $75 fee for each additional HQS inspection when more than two inspections are required due to their failure to complete the necessary repairs. This fee does not remove the abatement of subsidy but covers the administrative costs of conducting inspections.

Impact:
During FY 2022, RHA conducted 124 third inspections, 99 of which were due to the owner/manager's failure to correct the noted violations. Throughout FY 2022, RHA did not charge any HCV landlords the third inspection fee of $75.

Each time RHA conducts a third inspection, the agency incurs the following cost:

Cost for a Third HQS Inspection		
	Time	Labor
Cost for Inspector	1 hr @ $33.00 per hr.	$33.00
Average cost for mileage (assuming 15 miles round trip)	15 miles @ $0.62 per mile	$9.38
Total Cost Per Third HQS Inspection:		**$42.38**

Update/Status:
The activity remains ongoing.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-07 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Cost to complete an HQS inspection after the second fail.	$3,353	$1,677	$4,196 FY 2021: $3,030 FY 2020: $1,324 FY 2019: $2,508 FY 2018: $4,284 FY 2017: $5,046 FY 2016: $4,615	No

2016-07 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Staff time to complete an HQS inspection after the second fail.	101 hours	50 hours	99 hours FY 2021: 87 hours FY 2020: 38 hours FY 2019: 72 hours FY 2018: 79 hours FY 2017: 152 hours FY 2016: 139 hours	No

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Solutions:
Although RHA did not assess any of the HCV landlords the $75 third inspection fee in FY 2022, 36 units have incurred the $75 third inspection fee following activity implementation.

As the rental market in the City of Reno, the City of Sparks and Washoe County remains tight, RHA does not want to burden or discourage landlord participation in the HCV program. Therefore, prior to the $75 fee being assessed, staff review and consider all the reasons a unit may have failed the required inspection. If this activity were to be completely successful, the outcome for both metrics being tracked (*2016-07 CE#1* and *2016-07 CE#2*) would be zero.

2016-08: Expand Project Based Voucher Program

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2016. It was expanded upon in FY 2019 to include families who are participating in Washoe County's workforce development programs.

MTW Statutory Objective(s):
Increase housing choice for low-income families.

Description:
In FY 2016, RHA expanded its PBV program to include an allocation of up to 50 PBVs to privately owned properties in exchange for the owner's commitment to provide affordable housing to individuals and/or families who are experiencing homelessness. This activity was amended in FY 2019 to expand RHA's PBV program even further to address the lack of affordable housing options for families who are actively participating in workforce development programs within Washoe County. RHA will continue to partner with local non-profit organizations who can provide ongoing case management as well as direct referral for each PBV unit once a vacancy occurs. Through these collaborations, RHA strives to provide stability in housing so that homeless and "working poor" households can improve their skills, obtain employment, and ultimately work toward self-sufficiency.

According to the requirements outlined in RHA's Administrative Plan, no project may set aside more than 25% of its total units for PBVs. However, depending on the size of the owner's complex, it is possible that 100% of the units within the complex will be project based. Therefore, this 25% requirement has been waived for properties applying for PBVs under this activity.

Impact:
Throughout FY 2022, two local nonprofit partners, Northern Nevada HOPES and Washoe County Health and Human Services, continued providing ongoing case management services for the homeless individuals and/or families referred to these PBV units. Each of the case managers assists RHA in conducting initial and ongoing eligibility appointments, and they also help the residents in filling out paperwork and gathering required documentation. All required documents are submitted to RHA for review, quality control, final determination, certification processing and HUD 50058 submission.

As of June 30, 2022, 25 PBVs have been awarded and 23 were leased and occupied by an eligible family. RHA will continue to work with both partnering agencies providing case management services and the two local housing organizations with units awarded PBVs to ensure these units remain leased.

Update/Status:
The lack of affordable housing in the region continues to be at the forefront for many of RHA's partnering agencies. This is especially true for those families who may be working but not earning the required $26.81/hour[57] to afford a modest two-bedroom rental home. In response to the ongoing

[57] According to the National Low Income Housing Coalition's Out of Reach 2022 data, one household member would need to earn $26.81/hour to afford a modest two-bedroom rental home in Reno.

need for workforce housing in the Truckee Meadow, RHA had considered issuing an RFP for up to 50 PBVs to house families who are actively participating in one of the Workforce Development programs throughout Washoe County. Families participating in one of these programs would also be encouraged to work directly with RHA's Workforce Development program. Due to the lack of landlord interest and staff to provide necessary outreach to encourage landlord participation, this RFP has not yet been issued.

This activity remains ongoing.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-08 HC #3: Decrease in Wait List Time				
Average applicant time on wait list in months (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average time on wait list in months.	N/A	N/A	N/A	Yes

2016-08 HC #4: Displacement Prevention				
Number of households at or below 80% AMI that would lose assistance or need to move (decrease).				
Unit of Measurement	**Baseline**[58]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Households at or below 80% AMI that would lose assistance or need to move.	0	0	0	Yes

The following RHA Local Metrics were identified and continue to be tracked for this activity.

2016-08 RHA Local Metric: Increase in Resident Mobility				
Number of households able to move to a better unit and/or neighborhood of opportunity (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Households able to move to a better unit and/or neighborhood of opportunity due to partnership.	0	50	23 FY 2021: 21 FY 2020: 23 FY 2019: 25 FY 2018: 21 FY 2017: 15 FY 2016: 0	No

[58] RHA has included a clause in the RFP for PBV assignment that specifically states that RHA will not consider proposals from owners of properties in which families or individuals are being or will be displaced.

2016-08 RHA Local Metric: Households Assisted by Services that Increase Housing Choice				
Households receiving services aimed to increase housing choice (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Households receiving services aimed to increase housing choice due to partnership.	0	50	23 FY 2021: 21 FY 2020: 23 FY 2019: 25 FY 2018: 21 FY 2017: 15 FY 2016: 0	No

Hardship Policy:
As this activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no additional actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
RHA implemented this activity on June 16, 2016, with the issuance of an RFP and the assignment of 25 PBVs to two local nonprofit housing providers. RHA issued a second RFP on October 13, 2017, targeting this same population which was unsuccessful. As this activity targets two very specific populations and each of the applicants are referred directly from one of RHA's partnering agencies, it is difficult to predict when this activity will be fully leased.

2017-01: Increase verified application data for HCV applicants

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2017.

MTW Statutory Objective(s):
Reduce cost and achieve greater cost effectiveness in federal expenditures by reducing the amount of duplicative work needed to re-verify applicant information that was previously deemed true and complete.

Description:
RHA's Section 8 Administrative Plan and federal regulations require information submitted by each applicant to be verified for accuracy as this data is ultimately used to determine program eligibility, priority status, voucher size and the amount of HAP to be paid to the landlord. Per 24 CFR §982.201(e), RHA must receive information verifying that an applicant is eligible for the HCV program within the period of 60 days prior to the issuance of a voucher. Information that is subject to change, which was verified more than 60 days prior, must be re-verified prior to the certification of the applicant's file. If there is a delay after the file has been referred to the HCV program that causes the voucher to not be issued within 60 days, the voucher is suspended, and the information is re-verified. If changes are reported after the file has been referred, but the changes took place prior to the issuance of a voucher, the file is referred back to Admissions staff to obtain written verification and determination as to whether or not the changes have any effect on eligibility, rent or unit size.

The amount of time RHA staff spends following up and tracking third party verification requests is significant and often results in information that is no more reliable than the documents provided by the applicants directly. To streamline the admissions process, reduce the amount of time required by staff, and decrease the time necessary to build a qualified applicant pool, RHA extended the length of time that all verified application data related to income is deemed valid for the HCV program to 120 days. Furthermore, stable income verifications, such as pensions and Social Security award letters, are now valid for all applicants for the duration of the current year.

Impact:
Prior to implementation of this activity, RHA staff sent out approximately 2,772 third party verifications for admission on an annual basis. Following implementation of this activity, the process has become streamlined, and the number of third-party verifications was reduced by 88% to 338. Allowing stable income verifications to be valid for current year rather than requiring applicants to obtain additional social security award letters or pension statements every 60 days has also helped to expedite applicants through the admissions process.

The following table reflects costs incurred by RHA for each verification for admission in FY 2022:

Cost for Verifications/Processing in Admissions			
	Material	Time	Labor
Cost for Housing Specialist		.17 hrs @ $25.86 per hr	$4.40
Cost for General Office Clerk	$2.48	.23 hrs @ $22.34 per hr	$5.14
		Cost per Verification:	**$12.01**

Update/Status:
This activity remains ongoing.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2017-01 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total cost of task in dollars.	$24,643	$18,483	$4,059 FY 2021: $2.352 FY 2020: $3,730 FY 2019: $5,217 FY 2018: $9,046 FY 2017: $16,429	Yes

2017-01 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total time to complete the task in staff hours.	1,108.8 hours	831.8 hours	135.2 hours FY 2021: 104.4 hours FY 2020: 165.6 hours FY 2019: 231.6 hours FY 2018: 401.62 hours FY 2017: 739.2 hours	Yes

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
No challenges were experienced in achieving the benchmarks identified and established for this activity. Benchmarks for this activity were originally based on a decrease of approximately 25% in agency cost and time savings. In FY 2022, both the agency cost savings (*2017-01 CE #1*) and staff time savings (*2017-01 CE #2*) saw a decrease of nearly 88% of baseline.

2017-02: Asset threshold to determine eligibility for admission

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2017. It was amended in FY 2020 to exclude cash assets when determining eligibility for elderly/disabled HCV and PH households.

MTW Statutory Objective(s):
Increase housing choice for low-income families with limited financial resources.

Description:
Pursuant to 24 CFR §5.609, annual income is defined to include amounts derived (during the 12-month period) from assets to which any member of the family has access. Income resulting from any assets held by the family must be calculated and included when determining program eligibility and rent portions. Under HUD's current guidelines, there is no limit on the amount of assets a family may have access to prior to determination of eligibility.

To serve applicants with the greatest financial need, RHA established an asset threshold when determining initial eligibility for admission to its housing programs. If an applicant has combined assets with a cash value of more than $50,000, or ownership interest in a suitable dwelling unit that they have a legal right to reside in, they are now determined ineligible.

Impact:
On June 30, 2022, RHA had 6,785 applicants on wait lists for various programs offered by the agency. Of these applicants, 22 had assets that exceeded RHA's asset threshold. Three households had ownership interest in property/real estate and 16 elderly/disabled households had cash assets valued over $50,000. Three additional non-elderly/non-disabled applicants had cash assets valued over $50,000. At the end of FY 2022, these 16 applicants remain active on the wait list.

Update/Status:
This activity remains ongoing and on schedule.

Activity Metrics:
The following HUD Standard Metric was identified and continues to be tracked for this activity.

2017-02 HC #3: Decrease in Wait List Time				
Average applicant time on wait list in months (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average applicant time on wait list.	15.45 months	15.45 months	20.92 months FY 2021: 29.79 months FY 2020: 21.84 months FY 2019: 19.02 months FY 2018: 16.06 months FY 2017: 17.33 months	No

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
There are several factors that influence the length of time an applicant will remain on the wait list which should be noted including, but not limited to, sequestration, local preferences, and the closure of the wait list. Due to these factors, it is nearly impossible to determine whether the length of time an applicant remains on the wait list has decreased as a direct result of implementation of this activity.

2018-01: Landlord Incentive Program

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2018. It was expanded upon in FY 2020 to allow for an additional condition for payment based entirely on damages to the unit caused by the tenant beyond normal wear and tear.

MTW Statutory Objective(s):
Increase housing choice for low-income families by providing an incentive for private landlord participation within the HCV program.

Description:
Reno, Sparks and Washoe County have experienced a strengthening housing market resulting in private landlords refusing to participate in the HCV program. While this is due in part to the myriad of regulations that must be adhered to prior to leasing to a family participating in the HCV program, it is made worse when some landlords would rather demand a higher rent than lease to an HCV participant. Complicating matters further is that, in some cases, proper notification of a family's intent to move is not always provided which, in the HCV program, can result in the landlord having to pay back a portion of the HAP that they may have already received.

Based on a survey of participating HCV landlords, RHA implemented a Landlord Incentive Program in FY 2018. The program allows landlords to receive their contracted HAP payment through the end of the month for units occupied by HCV participants who vacate under the following conditions: (1) deceased, (2) eviction, (3) skip, (4) family responsibility violation or (5) damages to the unit caused by the tenant, beyond normal wear and tear, that are proven to cost more than the tenant's security deposit. Furthermore, an additional HAP payment equal to one month may be received for these same units regardless of the actual move-out date of the participant, if the request is made in writing by the landlord.

Under RHA's Landlord Incentive Program, landlords will only be able to qualify for one-month additional HAP payment utilizing one of the five conditions. At no time will they be allowed to claim more than one month's HAP payment by using a combination of more than one of five conditions identified.

Impact:
The Landlord Incentive Program was designed to facilitate lease ups and increase landlord participation resulting in an increase in housing choice for RHA's low-income families. As private landlords are now provided with additional assurances should they rent to HCV participants that they otherwise would not have, RHA expects this activity to facilitate the retention of landlord participation within the HCV program.

As of June 30, 2022, RHA experienced 335 move outs within its HCV program (excluding VASH) for the following reasons:

Move Out Reason	Number
Moved to Other Section 8 Unit	117
Porting Out to Other PHA	28
End of Participation: Termination – Fraud	0
End of Participation: No Longer Eligible	15
End of Participation: Voluntary Move Out	72
End of Participation: Absorbed Port	0
End of Participation: Family Responsibility Violation	19
End of Participation: Deceased	62
End of Participation: Skipped	10
End of Participation: Eviction	12
Temporary Move Out	0

Based on the criteria set forth in RHA's Landlord Incentive Plan, 103 of these move outs would have been eligible for an additional HAP payment under the Landlord Incentive Program. In FY 2022, RHA made 117 payments on behalf of 112 tenants to 59 separate landlords for a total of $50,922. In addition, 20 payments, totaling $8,172, were made on behalf of VASH voucher holders.

Landlord Incentive Program: HCV Program	
Move Out Reason	**Amount Paid**
End of Participation: Family Responsibility Violation	$7,105
End of Participation: Deceased	$25,506
End of Participation: Skipped	$3,928
End of Participation: Eviction	$7,998
Damages	$6,385
Total Amount Paid:	$50,922

Update/Status:
RHA implemented this activity on October 1, 2017.

Current market conditions within Reno, Sparks and Washoe County have resulted in some private and tax credit properties carrying wait lists to fill new vacancies. To ensure that landlords in our area can maintain equal housing opportunities and follow existing procedures, RHA does not require landlords to rent to another voucher holder to qualify for this incentive.

This activity remains ongoing.

Activity Metrics:
The following HUD Standard Metric was identified and tracked for this activity.

2018-01 HC #2: Units of Housing Preserved				
Number of housing units preserved that would otherwise not be available (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of housing units preserved for households at or below 80% AMI.	19	31	21	No

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
RHA implemented its Landlord Incentive Program on October 1, 2017. Following implementation, staff began promoting the program to both new and current landlords through its website, quarterly landlord newsletters, landlord briefings and word of mouth. In FY 2022, 33% of landlords who received the incentive payment leased their unit to another HCV family. Through ongoing outreach, RHA hopes to meet this benchmark in the future.

2019-01: Redetermination of rent reasonableness as a result of a change in contract rent

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2019.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures by reducing the amount of time it takes to process rent change requests of 10% or less. Providing some flexibility from regulation is expected to increase housing choice through the retention of landlords who are leasing to HCV program participants.

Description:
Reno, Sparks and Washoe County have continued to experience a strengthening housing market that has resulted in an overall shortage of affordable housing units. With limited inventory and an influx in population the need for additional housing stock has continued to grow resulting in an extremely tight rental market and increased rents throughout the area. This strengthening market has resulted in private landlords becoming wary or simply refusing to rent to HCV participants. This is due in part to the desire of private landlords to make more of a profit but made worse by the abundance of regulations that must be adhered to when leasing to a family participating in the HCV program. These restrictive regulations include mandatory inspections and the requirement to determine whether a contract rent increase (CRI) request is reasonable. In the past, RHA's landlords expressed dissatisfaction in having to complete a rent reasonableness determination when requesting a rent increase and many openly disagreed with the comps used if the amount requested was determined to be unreasonable.

Based on this information and the current rental market conditions, RHA began waiving the requirement for a rent reasonableness determination if the new requested rent amount represented a change of 10% or less.

Impact:
During FY 2022, RHA processed 1,202 rent change requests of which 909 or 76% sought a change of 10% or less. Should a rent reasonableness determination be required, RHA incurs the following cost:

Cost for Processing CRI			
	Material	Time	Labor
Cost for General Office Clerk II	$0.4024	.21 hrs @ $23.45 per hr	$4.92
Cost for Rental Assistance Administrator		.02 hrs @ $37.81 per hr	$0.76
Totals	$0.4024		$5.68
		Cost per CRI Request	**$6.08**

Update/Status:
RHA implemented this activity on October 1, 2018. To ensure this policy change remains a viable option for waiving the required rent reasonableness determination following a CRI request, RHA

will conduct a general analysis of the local rental market once the market stabilizes. Based on this analysis, RHA may adjust this percentage to accommodate the current conditions.

This activity remains ongoing.

Activity Metrics:
The following HUD Standard Metrics were identified and tracked for this activity.

2019-01 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total cost to redetermine reasonable rent as a result of a CRI request.	$5,451	$1,854	$1,739	Yes

2019-01 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total time to redetermine reasonable rent as a result of a CRI request.	254.03 hours	86.40 hours	64.35 hours	Yes

2019-01 CE #3: Decrease in Error Rate of Task Execution[59]				
Average error rate in completing a task as a percentage (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average error rate when determining reasonable rent as a result of a CRI request.	0%	0%	0%	Yes

2019-01 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Increase in rental revenue following the determination of reasonable rent as a result of a CRI request.	$212,665	$232,952	$288,893	Yes

59 RHA utilizes GoSection8 for all rent reasonableness determinations, therefore, the agency has not experienced an error rate in task execution.

2019-01 HC #4: Displacement Prevention				
Number of households at or below 80% AMI that would lose assistance or need to move (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total number of households at or below 80% AMI who would lose assistance or need to move should landlords no longer participate in the HCV program.	1,129	24	0	Yes

2019-01 HC #5: Increase in Resident Mobility				
Number of households at or below 80% AMI that would lose assistance or need to move (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total number of households able to move to a better unit and/or neighborhood of opportunity as a result of landlords continuing to participate in the HCV program.	1,105	2,382	2,235	No

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
Although there are no actual changes to the metrics/data collection methodology, the outcomes reported include Mainstream voucher holders who are not included in RHA's overall voucher allocation for MTW.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
Throughout FY 2022, RHA received 1,202 CRIs of which 69 were requests from landlords who were not eligible to receive one. Although not included in the reporting metrics, 166 landlords from the VASH program requested CRIs of which four were deemed ineligible.

In FY 2022, nearly 24% of CRI requests processed by RHA were from landlords who requested more than a 10% increase. Although RHA met established benchmarks during this FY, it explains some of the challenges faced in the past for agency cost savings (*2019-01 CE #1*) and staff time savings (*2019-01 CE #2*). If/when the rental market in Reno/Sparks begins to stabilize, RHA anticipates continuing to meet both benchmarks.

2019-02: Provide incentives to $0 HAP households

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2019.

MTW Statutory Objective(s):
This activity provides incentives to families with children where the head of households is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient. Allowing qualifying households to self-certify annual income also reduces cost and achieves greater cost effectiveness in federal expenditures.

Description:
Many of RHA's families who increase their household earnings and begin to pay full contract rent also experience the "benefits cliff". For several of these families, an increase in earned income results in a loss of eligibility for certain public benefits such as Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), childcare subsidy and housing. As a result, it is not uncommon for households approaching the end of their housing assistance within the HCV program to elect to reduce their income or lose employment to keep their housing assistance. Although these families have successfully increased their household earnings enough to pay the full contract rent, many remain fearful of no longer having the safety net offered through assistance eligibility.

To ease this fear and increase the success rate of RHA's HCV households in becoming economically self-sufficient, RHA adopted a new policy that extends the length of time a household can remain on the HCV program while receiving zero assistance. By lengthening the period from six months to 12 months, RHA expects to provide an additional level of security and confidence. Participants can continue to increase their earned income while at the same time eliminating the incentive to terminate employment or reduce working hours. The new policy aims to remove the choice many participants face between becoming more self-sufficient and maintaining housing assistance.

As an additional incentive to HCV participants on their way to self-sufficiency, RHA began to allow households at $0 HAP to accrue a "program completion escrow" account for up to 12 months and alleviate the administrative burden placed on staff by self-certification of income for these households. Using single-fund flexibility, RHA began setting aside 15% of each household's contracted rent monthly in an escrow account while the household remains on the program receiving zero assistance. This escrow accrues beginning the first month that the family reaches $0 HAP, accumulates monthly for up to 12 months and is provided to the family once the HAP contract has been terminated by RHA and the family has successfully transitioned off the HCV program.[60]

[60] All escrow accruals are subject to funding availability and limited to one per lifetime for all adults living in the household at the time of move-off. Should the escrow accrual program cease due to funding restraints, HCV participants will receive any amounts accumulated prior. All households must be moved off of housing assistance at $0 HAP in order to receive the accumulated escrow funds and will only be able to reapply for assistance following a three year sit out period.

Impact:
Throughout FY 2022, RHA successfully moved off 21 HCV participants with some program completion funds while 39 households remain on the program at full contract rent.

The following table provides an overview of the number of HCV clients who are currently housed or who moved off the program at $0 HAP in FY 2022:

HCV households at $0 HAP within FY 2022		
	# of households	Cost of 12-Month Escrow Accrual
EOP - full contract rent for 12 months	19	$32,072
EOP - full contract rent, moved off prior to 12 months	2	$1,416
Full contract rent, but within 12-month $0 HAP period	39	$69,542[61]
Full contract rent within the FY, but remain on HCV program	26	$0
Lost employment just prior to EOP at 12 months	1	$0
	Estimated annual cost:	$103,030
	Actual FY 2022 cost:	**$33,488**

Update/Status:
This activity remains ongoing.

Activity Metrics:
The following HUD Standard Metric was identified and tracked for this activity.

2019-02 SS #1: Increase in Household Income				
Average earned income of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average earned income of households receiving $0 HAP (increase).	$16,198	$41,675	$47,190	Yes

2019-02 SS #2: Increase in Household Savings				
Average amount of savings/escrow of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of savings/escrow of households receiving $0 HAP (increase).	$81	$2,484	$4,091	Yes

[61] Estimated cost is calculated based on the assumption that these 34 clients will remain on the HCV program at $0 HAP and accumulate an escrow account for 12 months. These clients are currently accumulating escrow funds, but to date have not moved off the HCV program.

2019-02 SS #3: Increase in Positive Outcomes in Employment Status				
Report for each type of employment status for those head(s) of households affected.				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Employed Full-Time	12	41	50 (41 HOH, 9 Co-Head)	Yes
Employed Part-Time	20	6	10 (8 HOH, 2 Co-Head)	Yes
Enrolled in an Educational Program	N/A	N/A	N/A	N/A
Enrolled in Job Training Program	N/A	N/A	N/A	N/A
Unemployed	20	8	18 (14 HOH, 4 Co-Head)	No
Other	N/A	N/A	N/A	N/A

2019-02 SS #5: Households Assisted by Services that Increase Self-Sufficiency				
Households assisted by services that increase self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of households receiving $0 HAP and assisted by services that increased self-sufficiency.	7	21	21	Yes

2019-02 SS #8: Households Transitioned to Self-Sufficiency				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[62]	**Benchmark Achieved?**
Number of households who were receiving $0 HAP and successfully transitioned to self-sufficiency.	25	42	21	No

62 In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met RHA's definition in regard to the final phase of self-sufficiency.

2019-02 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total cost to process an annual reexamination of HCV households at $0 HAP.	$2,398	$1,046	$696	Yes

2019-02 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total time to process an annual reexamination of HCV households at $0 HAP.	116.76 hours	55.02 hours	27.51 hours	Yes

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
Although there are no actual changes to the metrics/data collection methodology, the outcomes reported include Mainstream voucher holders who are not included in RHA's overall voucher allocation for MTW.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
The ability to become self-sufficient can vary from one household to another based on several factors including educational, social, and economic foundations. By increasing the timeline to 12 months and adding in an escrow accrual component, RHA anticipates providing an additional level of security for those participants who have increased their household income enough to be removed from housing assistance. RHA hopes to meet each of the benchmarks in the future.

2021-01: Affordable Housing Acquisition, Rehabilitation and Preservation

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2021.

MTW Statutory Objective(s):
This activity will increase housing choice for low-income families.

Description:
RHA is committed to expanding affordable housing throughout the Truckee Meadows through acquisition, new construction, or rehabilitation of housing that not only builds upon the goals outlined in the agency's strategic plan but is also consistent with the MTW demonstration. Through this activity, MTW funds are being utilized to assist in the acquisition/development of new affordable units, the rehabilitation of newly acquired properties, and the preservation and revitalization of existing affordable housing properties. Public and private funds are being leveraged, when possible, to create innovative financing and development strategies through joint ventures or other partnerships.

Impact:
Recently, the City of Reno, the City of Sparks and Washoe County joined resources to acquire approximately 10 acres of land that was transformed into the Nevada CARES Campus, a regional homeless services facility. Utilizing MTW funding flexibility, RHA purchased the lot adjacent to the Nevada CARES Campus for $5,150,000. Discussions with stakeholders continue as to the best use for this property including transitional housing and/or permanent supportive housing for families and/or individuals transitioning out of homelessness.

Washoe County began overseeing the Nevada CARES Campus and discussions with stakeholders began regarding the best use for RHA's neighboring property. As the expansion of the Nevada CARES Campus was already needed, these discussions led to RHA leasing a portion of the current structure to Washoe County to allow them to provide a winter warming space when overflow occurs from the adjacent homeless shelter. Recently, RHA opted to outright sell RHA's adjacent lot to Washoe County.

Update/Status:
This activity remains ongoing and on schedule.

Activity Metrics:
The following HUD Standard Metrics were identified and tracked for this activity.

2021-01 HC #1: Additional Units of Housing Made Available				
Number of new housing units made available for households at or below 80% AMI (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of new housing units made available for households at or below 80% AMI because of RHA's Affordable Housing Acquisition, Rehabilitation and Preservation activity.	0	0	0	Yes

2021-01 HC #2: Units of Housing Preserved				
Number of housing units preserved for households at or below 80% AMI (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of housing units preserved for households at or below 80% AMI because of RHA's Affordable Housing Acquisition, Rehabilitation and Preservation activity.	0	0	0	Yes

2021-01 HC #5: Increase in Resident Mobility				
Number of households able to move to a better unit and/or neighborhood of opportunity (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of households able to move to a better unit and/or neighborhood of opportunity because of RHA's Affordable Housing Acquisition, Rehabilitation and Preservation activity.	0	0	0	Yes

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
There were no challenges in achieving the established benchmarks.

2021-03: Partnership to Assist Homeless Youth

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2021.

MTW Statutory Objective(s):
This activity increases housing choice for homeless youth.

Description:
Washoe County continues to see a steady number of individuals experiencing homeless. Unfortunately, this also includes our community's youth. Eddy House, a local 501(c)3 non-profit, is the central intake and assessment facility in northern Nevada for homeless youth, ages 12-24. Since 2011, Eddy House has provided resources towards stabilizing youth who have experienced homelessness and/or are considered high risk. Recently, the local non-profit purchased and moved into a building that now serves as a resource center during the day and an overnight facility with 43 beds. The new center continues to serve as the central intake and assessment facility while also addressing the immediate overnight and emergency needs of Eddy House's extremely marginalized, non-system population of high-risk youth, ages 12-24.

To complement the new facility and assist this vulnerable population, RHA began utilizing single fund flexibility to assist Eddy House with their 24-hour center by funding up to 43 beds.

Impact:
Through this activity, RHA assists Eddy House in their mission to provide shelter and services to the homeless youth population. RHA was able to provide Eddy House with assistance for an average of 20 youth monthly in FY 2022

Update/Status:
This activity remains ongoing and on schedule.

Activity Metrics:
The following HUD Standard Metrics were identified and tracked for this activity.

2021-03 HC #1: Additional Units of Housing Made Available				
Number of new housing units made available for households at or below 80% AMI (increase).				
Unit of Measurement	**Baseline**	**Benchmark[63]**	**Outcome**	**Benchmark Achieved?**
Number of new housing units made available for households at or below 80% AMI due to this partnership.	0	43	20	No

[63] Eddy House originally proposed 48 overnight beds, however upon completion of their new 24-hour facility, this number was reduced to 43. The benchmark for this activity was updated to reflect this change.

2021-03 HC #7: Households assisted by Services that Increase Housing Choice				
Number of households receiving services aimed to increase housing choice (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of households receiving services aimed to increase housing choice due to this partnership.	0	43[64]	20	No

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
Although RHA did not anticipate any leasing issues related to this activity, it is designed to assist homeless youth in both a community living space and 24-hour drop-in center. The very transient nature of the at-risk population being served make it difficult to anticipate any leasing issues that may be encountered. RHA will continue to reach out to Eddy House to provide the support necessary to ensure this at-risk population continues to be assisted.

64 Eddy House originally proposed 48 overnight beds, however upon completion of their new 24-hour facility, this number was reduced to 43. The benchmark for this activity was updated to reflect this change.

2022-01: Workforce Development Program

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved, and implemented in FY 2022.

MTW Statutory Objective(s):
Implementation of this activity will provide incentives to families with children where the head of household is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient.

Description:
Beginning with its initial application to HUD in 2012, the Family Self-Sufficiency (FSS) program has been a critical component of RHA's participation in the MTW Demonstration. Based on activities implemented and expanded upon over the years, the FSS program quickly begun to evolve. Past successes and failures led staff to revise the agency's definition of self-sufficiency in FY 2017 and restructure the FSS program into a Workforce Development (WFD) Program in FY 2019. Through this restructuring, RHA began to provide a more client focused approach to all facets of self-sufficiency.

The mission of the Workforce Development Program is to increase economic security among participants, to strengthen family foundations with the intention of building generational wealth, and to teach fundamental skills to promote independence. Our goal is to lead RHA families and youth to their fullest potential while participating in the Workforce Development Program.

Increasing the number of PH residents and HCV participants moving toward the final phase of self-sufficiency by directly providing or connecting them to available educational opportunities and job trainings that promote economic independence continued to be a main pillar of RHA's WFD program in FY 2022. Addressing the need for sustainable employment that encourages economic mobility across multiple generations became an integral part of the program's design as well. To achieve this, RHA's WFD program began addressing the needs of the entire family - from one individual member, to parents, and youth.

It is anticipated that the addition of a two-generation approach to WFD will help motivate parents to pursue their education or obtain a better job based on the success they see from their child(ren)'s involvement while inspiring youth to become self-sufficient as they enter adulthood. Although some parents and/or youth may already be reaching milestones or engaged with WFD programs, the goal of a two-generation approach is to encourage more family members to participate. Increased participation will serve to cultivate growth within the family, improve the odds of building generational wealth, and move the entire family toward self-sufficiency.

Impact:
By the end of FY 2022, 62 participants have signed Contracts of Participation and are actively involved in RHA's WFD program. The program is designed for motivated participants who are ready to create a concise plan to reach self-sufficiency. As such, each active participant must be interested and have the motivation to work with their Workforce Development Coordinator to:

- Set and attain goals

- Increase employment skills and/or enroll in higher education classes
- Attend Workforce Development in-house workshops that focus on soft and hard employment skills
- Conduct job searches and/or attend career fairs
- Maintain employment

To assist motivated WFD participants working toward the goals identified in their Individual Training and Services Plans (ITSPs), RHA utilized single fund flexibility to implement several financial incentives. This includes providing rent credits based on goal completion and financial assistance with some of the most common barriers to self-sufficiency through the establishment of a Self-Sufficiency Fund.

Throughout FY 2022, RHA provided over $2,100 in financial assistance to WFD program participants who experienced unexpected hardships that created a barrier to self-sufficiency. Prior to disbursing any Self-Sufficiency Funds, RHA's three-person Hardship Committee must review each request to determine viability. Some of the requests approved by the hardship committee over the year include assistance with past due rent, emergency utility bill payments, and educational/class fees.

The following table provides a breakdown of the number of rent credits provided by RHA to 18 participating WFD households who met some of the goals identified in their ITSPs:

Rent credits provided to WFD participants within FY 2022			
	$ of rent credit	# of households	Cost of Rent Credit
Obtaining Employment (32+ hours/week)	$25	7	$175
Six months - Consistent same source employment	$50	4	$200
Vocational Certification Earned	$150	7	$1,050
24 months - Consistent same source employment	$200	2	$400
JOIN Workshop Series	$200	1	$200
Translation Services	$250	1	$250
36 months - Consistent same source employment	$250	1	$250
60 months - Consistent same source employment	$350	1	$350
		Actual FY 2022 cost:	**$2,875**

Implementation of this activity also serves as an investment in RHA's youth. RHA's Youth Workforce Development Program, or Start Smart, has been designed to assist PH and HCV youth in establishing short and long-term educational and career goals. Benefits of program participation are highlighted with each eligible family and include one-on-one mentoring with RHA staff, financial credits for workshop participation, job search support, and assistance with financial aid and scholarship searches.

As of June 30, 2022, RHA has 20 youth, from 18 PH and HCV households, who are actively participating in Start Smart and building their financial incentive credits. Earned credits will be paid directly to the participating youth upon graduation from the Start Smart program. Furthermore, each graduate will also be given the opportunity to apply for one of three one-time scholarships, $10,000 each, to be used toward post-secondary plans identified through participation in the program.

A member of the Reno Police Department speaks to WFD participants during a recent Career Exploration Workshop.

The following table provides a breakdown on the number of financial credits accumulated throughout FY 2022:

Incentive credits earned by RHA youth through Start Smart			
	$ earned	# of youth	Cost of incentive
Quarterly meeting with Youth WFD Coordinator	$50	39	$1,950
Attend workshop w/parent	$400	57	$22,800
Attend workshop w/o parent	$200	8	$1,600
Obtain employment	$100	3	$300
		Actual FY 2022 credits:	**$26,650**

As indicated when this activity was proposed, RHA anticipated that the addition of a two-generation approach to WFD would motivate parents to pursue their education or obtain a better job based on the success they see from their child(ren)'s involvement. In FY 2022, two of the 62 active WFD participants joined the program shortly after their child joined Start Smart.

Update/Status:
This activity remains ongoing.

Activity Metrics:
The following HUD Standard Metrics were identified and tracked for this activity.

2022-01 SS #1: Increase in Household Income				
Average earned income of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average earned income of households enrolled in WFD Program.	$7,222[65]	$10,111	$15,364	Yes

[65] Baseline was established using participating WFD households and reflects the average earned income at the time each household signed the contract of participation.

2022-02 SS #2: Increase in Household Savings				
Average amount of savings/escrow of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of savings/escrow of households enrolled in WFD program.	$1,468[66]	$1,615	$2,351	Yes

2022-01 SS #3: Increase in Positive Outcomes in Employment Status				
Report for each type of employment status for those head(s) of households affected.				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome[67]**	**Benchmark Achieved?**
Employed Full-Time	7	9 or 18%	16 or 26% (14 HOH, 2 Co-Head)	Yes
Employed Part-Time	11	14 or 28%	18 or 29% (18 HOH)	Yes
Enrolled in an Educational Program	0	0 or 0%	0 or 0%	Yes
Enrolled in Job Training Program	0	0 or 0%	0 or 0%	Yes
Unemployed	37	28 or 56%	34 or 55% (30 HOH, 4 Co-Head)	Yes
Other	N/A	N/A	N/A	N/A

2022-01 SS #5: Households Assisted by Services that Increase Self-Sufficiency				
Households assisted by services that increase self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of households enrolled in WFD program and assisted by services that increased self-sufficiency.	50	67	62	No

[66] Baseline was established using participating WFD households and reflects the average amount of savings/escrow at the time each household signed the contract of participation.

[67] Outcome percentages are based on 62 WFD participants with signed contracts at the end of FY 2022.

2022-01 SS #8: Households Transitioned to Self-Sufficiency				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[68]	**Benchmark Achieved?**
Number of households enrolled in WFD program who successfully transitioned to self-sufficiency.	0	2	1	No

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Challenges in Achieving Benchmarks and Possible Strategies:
Although RHA did not meet each of the benchmarks noted for this activity (*2022-01 SS #5* and *2022-01 SS#8*), it is anticipated that ongoing outreach as well as upcoming program changes will increase the overall number of households enrolled in the WFD program. Although RHA successfully graduated three households from the WFD program, only one household voluntarily moved off assistance thus earning the 25% escrow bonus. RHA understands the fear that many households experience when they may no longer have the safety net of ongoing housing assistance. RHA is now exploring ways to highlight the additional 25% escrow bonus incentive as a way to not only increase participation but encourage graduates to voluntarily move off of housing assistance. Additional waivers are also being considered that may assist these households in overcoming their fear of the potential "benefits cliff."

[68] In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met RHA's definition in regard to the final phase of self-sufficiency.

B. Not Yet Implemented Activities

The activities discussed in this section have been approved by HUD but not yet implemented by RHA. The following table provides an overview of each of the approved MTW activities that have not yet been implemented including the year it was identified, the primary statutory objective(s) the activity is intended to impact, and the Authorization(s) cited.

MTW activities approved but not yet implemented				
Activity #	**Plan Year Approved**	**Activity Name**	**Statutory Objective(s)**	**Authorization(s)**
2021-02	2021	STAR Apprenticeship Program	Create incentives for families to work, seek work or prepare for work.	Attachment C Section C.11 and Section D.2.a.

2021-02: STAR Apprenticeship Program

Description
As Washoe County's workforce and employers evolve, training and preparation programs are becoming necessary to secure several of the higher paying jobs that are available within the region. In FY 2021, RHA proposed using single fund flexibility to establish the STAR Apprenticeship Program. This 24-week program will be designed to provide career-connected learning opportunities for residents of all ages. Through the program, PH residents and HCV participants will be provided with on-the-job training and related classroom instruction that will serve to increase current skill levels. More importantly, each STAR participant will gain valuable work experience within one of RHA's departments (maintenance, development, finance, etc.) and be provided with continuous feedback regarding expectations and overall performance throughout.

Update/timeline for implementation
RHA initially anticipated this activity was to be implemented in January 2021. Due to the evolving nature of the COVID-19 pandemic as well as internal staffing concerns, it is now unclear when this activity will be implemented.

C. Activities on Hold

RHA does not have any MTW activities on hold.

D. Closed Activities

The activities discussed in this section have been previously approved by HUD but closed by RHA. The following table provides an overview of each activity including the year it was approved, the primary statutory objective(s) the activity is intended to impact, and the authorization(s) cited.

Closed MTW Activities					
Activity #	**Fiscal Year Approved**	**Fiscal Year Closed**	**Activity Name**	**Statutory Objective(s)**	**Authorization(s)**
2014-03	2014	2019	Rent Reform Controlled Study	Create incentives for families to work, seek work or prepare for work ***and*** reduce costs and achieve greater cost effectiveness.	Attachment C Sections D.1.b., D.1.c., D. 2. a., and D.4.
2014-04	2014	2021	Expand self-sufficiency activities	Create incentives for families to work, seek work or prepare for work	Attachment C Section E.
2014-07	2014	2017	Alternate HQS verification policy	Reduce costs and achieve greater cost effectiveness.	Attachment C Section D.5.
2015-04	2015	2018	Required Savings Plan for Earned Income Disallowance (EID) PH residents	Create incentives for families to work, seek work or prepare for work.	Attachment C Section E.
2016-03	2016	2020	Time limited vouchers and redesign of traditional FSS Program	Create incentives for families to work, seek work or prepare for work *and* reduce costs and achieve greater cost effectiveness *and* increase housing choice for low-income families	Attachment C Sections D.1.b., D.1.c., D.2.d., E *and* Attachment D Use of MTW Funds

2014-03: Rent Reform Controlled Study

Plan Year Approved, Implemented and Amended (if applicable):
This policy was identified, approved, and implemented in FY 2014.

Description:
This activity's main objective was to rigorously promote self-sufficiency through a rent reform program that provided strong incentives to adult household members to seek and obtain employment. The Rent Reform Study was tested by bringing at least 150 families with children off the HCV wait list, assigning them to one of two groups of participants based on when their name was pulled from the wait list, and issuing them vouchers limited to five years. This activity did include elderly/disabled families with children.

For half of the families participating the study, rent was set using standard HCV rent calculations subject to the same policies and procedures as all other HCV participants. This group, also known as the control group, had rents set using RHA's current HCV policy, 30% of adjusted monthly income.

The study was designed to test two of the strongest incentives for HCV participants to become self-sufficient: (1) the ability to increase income without affecting rent and (2) the knowledge that their housing assistance will end after five years. These two incentives were given to study group participants, the other half of the Rent Reform Study. Participants in this group had rents set in advance which did not change based on income or household size. Rents for the study group only changed after the participant was on the program for two years or if the required bedroom size of the unit changed based on additional members being added to the household. As a result, the disincentive for obtaining new income was removed as these families can keep any increase in earned income without worrying that 30% of this income increase will be calculated for rent.

MTW statutory objective(s):
Create incentives for families to work, seek work or prepare for work *and* reduce costs and achieve greater cost effectiveness in federal expenditures.

Year of close out:
This activity was closed in FY 2019.

Reason for close out:
RHA staff considered several factors before reaching a decision to close this activity. Based on the rental market conditions resulting in a decline in RHA's current HCV lease up figures along with the undue stress that a time-limited voucher may cause for the participating family, it was determined that this activity would be closed. Notification was given to all remaining Rent Reform Controlled Study participants of RHA's intent to close the activity at which time all active households were transitioned to a regular HCV voucher.

2014-04: Expand self-sufficiency activities

Plan Year Approved, Implemented, Amended and Closed:
This activity was identified, approved, and implemented in FY 2014. It was amended in FY 2015 and FY 2017.

MTW Statutory Objective(s):
Provide incentives to families with children where the head of household is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient.

Description of Statutory Exceptions outside of MTW Flexibilities that could have been beneficial:
RHA has not identified any statutory exceptions outside of MTW flexibilities that might have provided additional benefit to this activity.

Description:
The FSS Lite Program, like the traditional FSS Program without an interest-bearing escrow account, was proposed and implemented in FY 2014. Upon implementation, the FSS Lite Program, designed to promote self-sufficiency through streamlined FSS service delivery, became mandatory for PH residents who are delinquent in completing their Community Service hours. Mobility Demonstration households who are unemployed without a qualifying exemption are also required to participate in the FSS Lite Program and prior to close out, Rent Reform Controlled Study participants were encouraged to take advantage of the program.

By utilizing single fund flexibility, RHA expanded the FSS Lite Program in FY 2015 and established a Self-Sufficiency Fund. The Self-Sufficiency Fund is designed to cover specific costs associated with self-sufficiency activities and is used whenever possible to assist program participants in achieving their self-sufficiency goals.

In FY 2017, RHA re-proposed this activity to allow for the establishment of one-time and/or ongoing rent credits to serve as an incentive to FSS Lite Program participants to complete the goals identified in their Individual Training and Services Plans (ITSP), as well as increase participation in the FSS Lite Program overall.

Year of close out:
This activity was closed out and replaced with activity 2022-01 in FY 2022.

Reason for Close Out:
RHA recently restructured its entire FSS Program into a Workforce Development Program focused on Job placement and job retention for all able-bodied participants in RHA's housing programs, including youth. As the goal of this activity is to propel households toward the final phase of self-sufficiency, RHA will no longer refer households with delinquent community service hours to the Workforce Development Program. This fundamental change resulted in this activity, including the FSS Lite Program, being closed and replaced with RHA's newest Workforce Development Program (Activity 2022-01).

Outcome and Lessons Learned:
One of the most difficult characteristics of the FSS Lite Program was requiring PH residents with delinquent community service hours to participate. Many of these households were simply not ready to identify ITSP goals or achieve self-sufficiency. This resulted in Workforce Development Coordinators spending a lot of time following up with households who, at that point in time, had no intention of joining the program.

2014-07: Alternate HQS verification policy

Implementation year:
This policy was identified, approved, and implemented in FY 2014.

MTW statutory objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures.

Description:
HCV units that pass the HQS inspection on the first visit will not be inspected until two years following the last passed inspection, as long as both the landlord and HCV participant sign a certification that the unit is in good repair. If the landlord and HCV participant do not each certify or agree on the condition of the unit, an annual HQS inspection is conducted. The year following a successful self-certification, RHA will conduct a standard HQS inspection.

Year of close out:
This activity was closed out in FY 2017.

Reason for close out:
HUD is now allowing for biennial HQS inspections through Section 220 of the 2014 Appropriations Act, this activity has been closed.

2015-04: Required Savings Plan for Earned Income Disallowance (EID) PH residents

Plan Year Approved, Implemented and Amended:
This activity was identified, approved, and implemented in FY 2015.

MTW statutory objective(s):
Create incentives for families to work, seek work or prepare for work.

Description:
EID allows eligible residents in the PH program to increase their incomes through employment without triggering rent increases. When any assisted participant in the PH program, who is unemployed or under-employed, obtains a job or increases their wages, they are eligible for the EID benefit. The resulting increase in income is fully excluded for 12 months and 50% excluded for an additional 12 months.

While the goal of EID is to motivate people who qualify for the program to accept employment, PH EID participants are often unable to maintain steady employment and frequently have issues once the EID period runs out because they have not learned how to effectively manage their money. To encourage PH residents to think more about their finances and ultimately prepare for the end of the EID period, RHA began requiring that all EID PH residents participate in a savings plan.

Year of close out:
This activity was closed out in FY 2018.

Reason for close out:
With the elimination of EID in RHA's FY 2016 MTW Annual Plan, this activity has been closed.

2016-03: Time limited vouchers and redesign of traditional FSS Program

Plan Year Approved, Implemented and Amended:
This activity was identified and approved in FY 2016.

MTW statutory objective(s):
Create incentives for families to work, seek work or prepare for work.

Description:
In FY 2016, RHA proposed and received approval to establish a five-year time limit for all new non-elderly/non-disabled applicants participating in the HCV program with the goal of promoting self-sufficiency and increasing housing opportunities. Furthermore, to better serve existing HCV and PH FSS participants and all new non-elderly/non-disabled HCV participants with time limited vouchers, RHA received approval to redesign the traditional HCV and PH FSS Program.

<u>Time limited vouchers:</u>
To assist more families in need and promote self-sufficiency, work-able non-elderly/non-disabled households receiving subsidies will be given an impetus to become self-sufficient and cycle off of the program through the implementation of five-year time limited vouchers. Prior to being issued a time limited voucher, all new non-elderly/non-disabled applicants will be required to attend an in depth, eight-hour financial literacy class. Should a family choose not to participate in the class, they will be removed from the HCV wait list entirely and will need to reapply.

In addition to the mandatory financial literacy class, all new non-elderly/non-disabled HCV participants will meet with a Workforce Development Coordinator within three months of lease up to create an ITSP. The ITSP will outline the family's goals to achieve self-sufficiency within five years. All time limited voucher holders will also be required to meet annually, at minimum, with a Workforce Development Coordinator to review the ITSP and track their progress.

<u>Redesign of traditional FSS Program:</u>
To better serve existing HCV and PH FSS participants and all new non-elderly/non-disabled HCV participants with time limited vouchers, the traditional HCV and PH FSS Program will be redesigned. The redesign will eliminate the escrow accrual for all new HCV participants while allowing PH FSS participants to continue to participate in FSS with the traditional escrow accrual; however, upon successful completion of the FSS Program, the PH resident will only receive their escrow balance upon forfeiture of their housing assistance. Should the family choose to forfeit the balance of the accrued escrow, they will be allowed to maintain their PH unit. All current/existing HCV and PH FSS participants will be allowed to continue their escrow accrual through the

expiration of their FSS contracts and maintain housing assistance under current FSS Program guidelines.

Year of close out:
This activity was closed in FY 2020.

Reason for close out:
In FY 2014, RHA began issuing vouchers limited to five years as part of a Rent Reform Controlled Study (Activity 2014-03) within the HCV program. RHA partnered with an outside institution to evaluate the continuing effects and changing statuses of families participating in the Rent Reform Controlled Study. The purpose of the evaluation was to properly gauge whether increases in income that do not affect a household's rent and whether limiting vouchers to five years was incentive enough for families to become self-sufficient. As RHA worked through the lessons learned from the Rent Reform Controlled Study, staff determined that implementation of this activity on all non-elderly/non-disabled HCV participants would result in undue stress on participating families and determined that this activity should be closed.

Section V

Sources and Uses of MTW Funds

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V. Sources and Uses of MTW Funds

A. Financial Reporting

i. Available MTW Funds in the Plan Year
RHA has submitted unaudited and audited information in the prescribed Financial Data Schedule (FDS) format through the Financial Assessment System – PHA (FASPHA), or its successor system.

ii. Expenditures of MTW Funds in the Plan Year
RHA has submitted unaudited and audited information in the prescribed FDS format through the FASPHA, or its successor system.

iii. Describe Application of MTW Funding Flexibility

Application of "MTW Funding" Flexibility
In FY 2022, RHA utilized single fund flexibility allowed for under its MTW designation for the following applications that do not use MTW authorizations in Attachment C and/or D: • One full-time equivalent is required to maintain oversight of the MTW Program which is filled by RHA's MTW Coordinator. The total wage and benefits cost of operating the MTW Program in FY 2022 was $128,205.51.

B. Local Asset Management Plan

i. Did the MTW PHA allocate costs within statute in the Plan Year?

YES | NO

ii. Did the MTW PHA implement a local asset management plan (LAMP) in the Plan Year?

YES | **NO**

iii. Did the MTW PHA provide a LAMP in the appendix?

YES | **NO**

iv. If the MTW PHA has provided a LAMP in the appendix, please provide a brief update on implementation of the LAMP. Please provide any actual changes (which must be detailed in an approved Annual MTW Plan/Plan amendment) or state that the MTW PHA did not make any changes in the Plan Year.

Description: N/A

Section VI

Administrative

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VI. Administrative

A. General description of any HUD reviews, audits or physical inspection issues that require the agency to take action to address the issue;

There are no actions required from any reviews, audits, or physical inspections.

B. Results of latest PHA-directed evaluations of the demonstration, as applicable; and

RHA executed its MTW agreement on June 27, 2013, and began working with the University of Nevada, Reno (UNR) to administer and conduct an annual analysis of its Rent Reform Controlled Study and Mobility Demonstration participants. A questionnaire was developed and has since been administered annually to program participants beginning in September of 2014. On August 30, 2018, RHA received notification from UNR that they would no longer be able to meet their obligation toward the studies. As of that date, UNR released data related to both studies to RHA for an in-house staff member or non-UNR contractor to analyze.

On January 23, 2019, RHA executed a data sharing agreement to establish a research partnership with UW to assist with the Mobility Demonstration, Rent Reform Controlled Study, and other related research projects and needs. The survey and administrative data for the Mobility Demonstration and Rent Reform Controlled Study was transferred to Rebecca Walter, the project lead at UW to begin analyses. As the Rent Reform Controlled Study has been closed, analyses and results for the Mobility Demonstration is included in Section VII as Attachment I.

C. Certification that the PHA has met the three statutory requirements of: 1) assuring that at least 75 percent of the families assisted by the Agency are very low-income families; 2) continuing to assist substantially the same total number of eligible low-income families as would have been served had the amounts not been combined; and 3) maintaining a comparable mix of families (by family size) are served, as would have been provided had the amounts not been used under the demonstration.

1) At the end of FY 2022, 2,790 households out of a total of 2,935 households or 95.09% were very low-income (<50% AMI).

   a) Public Housing: 668 out of 729 or 91.63%
   b) Housing Choice Vouchers: 2,122 out of 2,206 or 96.19%

2) Baseline numbers have been set by HUD at 3,127. On June 30, 2022, 2,955 households were housed or 94.50% of baseline. Throughout FY 2022, RHA averaged 2,966 households per month or 94.86% of baseline.

3) RHA is maintaining a comparable mix of families by family size as shown in the table on page 22, Mix of Family Sizes Served (in Plan Year).

Section VII

Attachment

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VII. Attachment

Attachment I: Mobility Demonstration Study

Analyses and Results as of August 30, 2022

The Mobility Demonstration began in 2014 and allows households in public housing to move to PBV single-family, duplex, or multifamily units in low-poverty neighborhoods. The purpose of this study is to determine if a move out of public housing to a low-poverty neighborhood improves outcomes for households with children. RHA has partnered with Dr. Rebecca J. Walter at the University of Washington to analyze the data and outcomes for the Mobility Demonstration Study.

A within-subject design is used to compare household outcomes over time using administrative and American Community Survey (ACS) data (Table 1). Many of the households moved in public housing before the Mobility Demonstration Study was initiated and were enrolled in the study when they moved from public housing to a PBV unit. The household characteristics, household outcomes, and neighborhood characteristics assessed in this study are included in Table 1. The Wilcoxon Rank Sum Test was used instead of the Paired Samples T-Test since the data violates the assumption of normality, there are outliers in the data, and the sample size is small. The 2016 ACS 5-year Estimates were used for the neighborhood characteristics since most participants moved from public housing to a PBV unit in 2014. In 2022, a new survey was administered to capture additional household outcomes. The survey gathers information about physical and mental health, safety, finances and wealth accumulation, employment and education, child well-being, and neighborhood and housing preferences. Twenty households have participated in the survey to-date. Descriptive statistics are provided for the responses since this is the first year that the new survey was conducted.

Table 1. Variables

	Data Source	Data Type	Statistical Test
Household Characteristics			
Gender	Administrative	Categorical	Descriptive Statistics
Race	Administrative	Categorical	Descriptive Statistics
Ethnicity	Administrative	Categorical	Descriptive Statistics
Years in Public Housing	Administrative	Discrete	Descriptive Statistics
Head of Household Age	Administrative	Discrete	Descriptive Statistics
Household Size	Administrative	Discrete	Descriptive Statistics
Number of Adults in Household	Administrative	Discrete	Descriptive Statistics
Number of Children in Household	Administrative	Discrete	Descriptive Statistics
Household Outcome Variables			
Employment Status	Administrative	Categorical	McNemar
Annual Household Income	Administrative	Continuous	Wilcoxon
Physical and Mental Health	Survey	Discrete	Descriptive Statistics
Safety	Survey	Likert Scale	Descriptive Statistics
Financial Security/Wealth Accumulation	Survey	Likert Scale	Descriptive Statistics
Employment and Education	Survey	Likert Scale	Descriptive Statistics
Child Well-being	Survey	Likert Scale	Descriptive Statistics
Housing and Neighborhood Preferences	Survey	Rank Order	Descriptive Statistics

Neighborhood Characteristics			
Percent high school graduate or higher	ACS	Continuous	Wilcoxon
Percent bachelor's degree or higher	ACS	Continuous	Wilcoxon
Unemployment rate	ACS	Continuous	Wilcoxon
Median household income	ACS	Continuous	Wilcoxon
Percent of people in poverty	ACS	Continuous	Wilcoxon
Proportion of vacant housing units	ACS	Continuous	Wilcoxon
Proportion of single-family homes	ACS	Continuous	Wilcoxon
Owner occupancy rate	ACS	Continuous	Wilcoxon
Median home value	ACS	Continuous	Wilcoxon
Median gross rent	ACS	Continuous	Wilcoxon
Percent White	ACS	Continuous	Wilcoxon
Percent Hispanic or Latino	ACS	Continuous	Wilcoxon

Only households that participated in the study for at least one year are included in the study so within-subject analyses over time can be conducted. This resulted in 48 households being included in the analyses. Households entered and exited the study at different times. There are 21 households that are currently enrolled in the study and 27 households that have exited the study (Table 2).

Table 2. Sample Size and Number of Years of Participation in the Study

Participant Year	**Count**	**Currently Enrolled**	**Exits**
Year 1	48	2	8
Year 2	38	2	7
Year 3	29	2	4
Year 4	23	3	4
Year 5	16	2	2
Year 6	12	0	0
Year 7	12	4	1
Year 8	7	6	1
Total		21	27

Of the 27 exits, over half of the exits from the mobility program have been voluntary self-sufficiency exits (Table 3). Within the second year after the move from public housing, some households voluntarily exited the program and were able to pay their rent in full on their own, while on the other hand, it took other households over six years to reach this point. The sample size is too small to generalize an approximate period for how long the average non-elderly and/or non-disabled household needs housing assistance before they can afford housing without a subsidy.

Table 3. Reasons for Exiting the Program

Reason	**Count**	**Percent**
Deceased	1	4%
Program/Lease Violation	3	11%
Transferred to VOO	6	22%
Voluntarily Left Program	3	11%
Paying Full Rent/Purchased Home	14	52%
Total	27	100%

Many households in the study are White, non-Hispanic, and female-headed households that are single, divorced, or widowed (Table 4). The median number of years that households were in public housing before transferring to a PBV unit was four, with the range being from one to seventeen years. The median household age is thirty-six with the youngest head of household at the beginning of the study age 23 and oldest 63. The median household size is four and ranges from two to nine members (this study is specifically for families with children). The median number of adults per household is one while the median number of children is two (Table 4).

Table 4. Household Characteristics at Baseline (*n*=48)

		Count	Percent
Gender	Male	5	10.4%
	Female	43	89.6%
Race	White	38	79.2%
	Non-White	10	20.8%
Ethnicity	Hispanic or Latino	17	35.4%
	Non-Hispanic or Latino	31	64.6%
Marital Status	Married/Cohabitating	12	25.0%
	Single/Divorced/Widowed	36	75.0%
		Median	**Range**
Years in Public Housing		4	1 - 17
Head of Household Age		36	23 - 63
Household Size		4	2 - 9
Number of Adults in Household		1	1 - 4
Number of Children in Household		2	0 - 7

Although more heads of household are typically employed in PBV units compared to their tenure in public housing, the only year that there is a statistical difference in employment compared to baseline is Year 2 (Table 5).

Table 5. Employment Status

		Baseline Unemployed	Baseline Employed	*p*-value[1]
Year 1 (*n*=48)				
	Unemployed	16	4	0.388
	Employed	8	20	
Year 2 (*n*=38)				
	Unemployed	12	1	0.039*
	Employed	8	17	
Year 3 (*n*=29)				
	Unemployed	9	1	0.070
	Employed	7	12	
Year 4 (*n*=23)				
	Unemployed	5	2	0.109
	Employed	8	8	
Year 5 (*n*=16)				

Unemployed	4	3	1.000
Employed	4	5	
Year 6 (*n*=12)			
Unemployed	6	0	------[2]
Employed	1	5	
Year 7 (n=12)			
Unemployed	4	0	------[2]
Employed	3	5	
Year 8 (n=7)			
Unemployed	2	0	------[2]
Employed	2	3	

* $p < 0.05$; [1]The exact *p*-value is calculated based on a binomial distribution because there are 25 or fewer records in at least one cell. [2]No value is reported because each group must have a minimum of one to conduct a statistical comparison.

Annual household income is statistically significantly higher from baseline compared to every year recorded after baseline (Years 1 through 8) for households that moved from public housing to PBV units (Table 6). The median difference at year one was only $3,222 but at year eight is $29,188.

Table 6. Annual Household Income

	Baseline Median	Comparison Year Median	Median Difference	*Z*
Annual Household Income				
Year 1 (*n*=48)	$16,125	$19,346	$3,222	-2.757**
Year 2 (*n*=38)	$14,496	$19,297	$4,801	-3.407**
Year 3 (*n*=29)	$15,622	$23,081	$7,459	-3.120**
Year 4 (*n*=23)	$15,853	$23,081	$7,228	-2.616**
Year 5 (*n*=16)	$16,125	$24,281	$8,157	-1.965*
Year 6 (*n*=12)	$11,854	$21,463	$9,609	-3.059**
Year 7 (*n*=12)	$11,854	$32,603	$20,749	-3.059**
Year 8 (*n*=6)	$15,853	$45,041	$29,188	-2.366*

* $p < 0.05$; ** $p < .01$; *** $p < .001$

After moving into a PBV unit, most households had either no visits or only one visit to a hospital or emergency room for physical health issues over the last year. Visits to a hospital or emergency room for mental health, behavioral health or emotional issues was rare with most households having no visits (Table 7).

Table 7. Physical and Mental Health Outcomes (*n*=20)

	Median	Range
Number times in the past year any member in the household visited a hospital or emergency clinic for *physical health* problems	1	0-15
Number times in the past year any member in the household visited a hospital or emergency clinic for *mental health, behavioral health, or emotional* problem	0	0-2

The survey asked households to rank the neighborhood amenities that were most and least important to them (Table 8). The most important neighborhood attribute is low crime rates. This is followed by close proximity to grocery stores and parks and recreation. Respondents also value sidewalks and neighborhoods with low population and housing density.

Table 8. Neighborhood Preferences (*n*=20)

A neighborhood that has a low crime rate.	
A neighborhood close to grocery stores.	
A walkable neighborhood with sidewalks.	Most
A neighborhood close to parks and recreation.	Important
A neighborhood with low population and dispersed housing density.	
A neighborhood that has a lot of diversity in terms of race, age, family type.	
A neighborhood accessible by public transportation.	
A neighborhood with low poverty rates.	
A neighborhood close to restaurants and shopping.	Least
A neighborhood with job opportunities nearby.	Important
A neighborhood with a community center and/or community events.	
A neighborhood close to downtown.	

The survey asked households to rank the housing and neighborhood amenities most important for their children (Table 9). The most important attribute was each child having their own bedroom. Low crime rates and being close to the children's daycare or school is also valued by respondents.

Table 9. Housing and Neighborhood Preferences for Children (*n*=20)

Each child has their own bedroom.	
The neighborhood has low crime rates.	
The home is close to my child/children's school/daycare.	Most Important
The home is on a quiet street away from heavy traffic.	
The home is near a park or other recreational activities.	
The neighborhood has friendly neighbors that I can count on.	
The neighborhood has good schools/daycares.	Least Important
There are other children in the neighborhood living close by.	
The home has a yard that is safe for children to play in.	

In the survey, households were asked why they might stay in their current home if they are paying full contract rent (Table 10). Respondents were given the option to select one or multiple reasons. The most common reason for households to remain in place is because the rent is affordable, and it is too expensive to move somewhere else. Other common reasons include liking the home and neighborhood. Several households wanted to remain in place because their current home is either close to their child's school/daycare, work, or family/friends. A few households don't have time to search for a new place or move. Two of the households plan to move as soon as they can pay full contract rent.

Table 10. Reasons for Staying in Current Home (*n*=20)

	Frequency

The rent is affordable.	18
I like the neighborhood.	17
I like the home.	16
It is too expensive to move somewhere else.	16
I don't want my child/children to go to a different daycare/school.	10
I am close to work.	9
I am close to family/friends.	7
I don’t have time to search for a new place or move.	4
I plan to move as soon as I can pay the full contract rent.	2
I am trying to buy a home.	1
It is quiet here.	1

The survey asked each household to envision their tenure situation in five years (Table 11). The majority believe they will own their own home. Less than half of the respondents believe they will still be receiving subsidized rent – two of the respondents believe they will still be in the same home receiving subsidized rent while one household envisions that they will be in a different home but still receiving a subsidy due to a permanent disability.

Table 11. Future Plans (*n*=10)

	Frequency	Percent
In the same home with subsidized rent.	2	20%
In a different home with subsidized rent.	1	10%
In the same home paying full contract rent.	2	20%
In a home that you own.	5	50%

For neighborhood characteristics of public housing compared to PBV unit location, there are statistically significant differences in all neighborhood characteristics except for the owner occupancy rate. Educational attainment, median household income, and median home value are all statistically significantly higher in PBV neighborhoods compared to public housing neighborhoods. In the neighborhoods where PBV units are located, the poverty rate, unemployment rate, and proportion of vacant housing units are statistically significantly lower than the neighborhoods where public housing is located. Additionally, in PBV neighborhoods, there are statistically significantly higher proportions of single-family homes and rent rates. In the PBV neighborhoods, there is a higher percentage of White households and less Hispanic or Latino households than in the public housing neighborhoods (Table 10).

Table 10. Neighborhood Characteristics (*n*=48)

	Public Housing Median	**PBV Median**	**Median Difference**	***Z***
Percent high school graduate or higher	65.2%	91.2%	26.0%	-5.335***
Percent bachelor's degree or higher	15.0%	26.2%	11.3%	-5.191***
Unemployment rate	9.3%	5.3%	-4.0%	4.114***
Median household income	$25,545	$52,008	$26,463	-4.627***
Percent of people in poverty	40.1%	12.9%	-27.2%	6.032***
Proportion of vacant housing units	9.2%	8.4%	-0.8%	4.547***
Proportion of single-family homes	45.0%	60.9%	15.9%	-3.519***
Owner occupancy rate	44.8%	53.4%	8.6%	-1.600
Median home value	$100,800	$164,450	$63,650	-5.663***
Median gross rent	$823	$916	$93	-1.985*
Percent White	68.5%	83.5%	15.0%	-4.370***
Percent Hispanic or Latino	51.6%	27.1%	-24.6%	4.709***

* p < 0.05; ** p < .01; *** p < .001

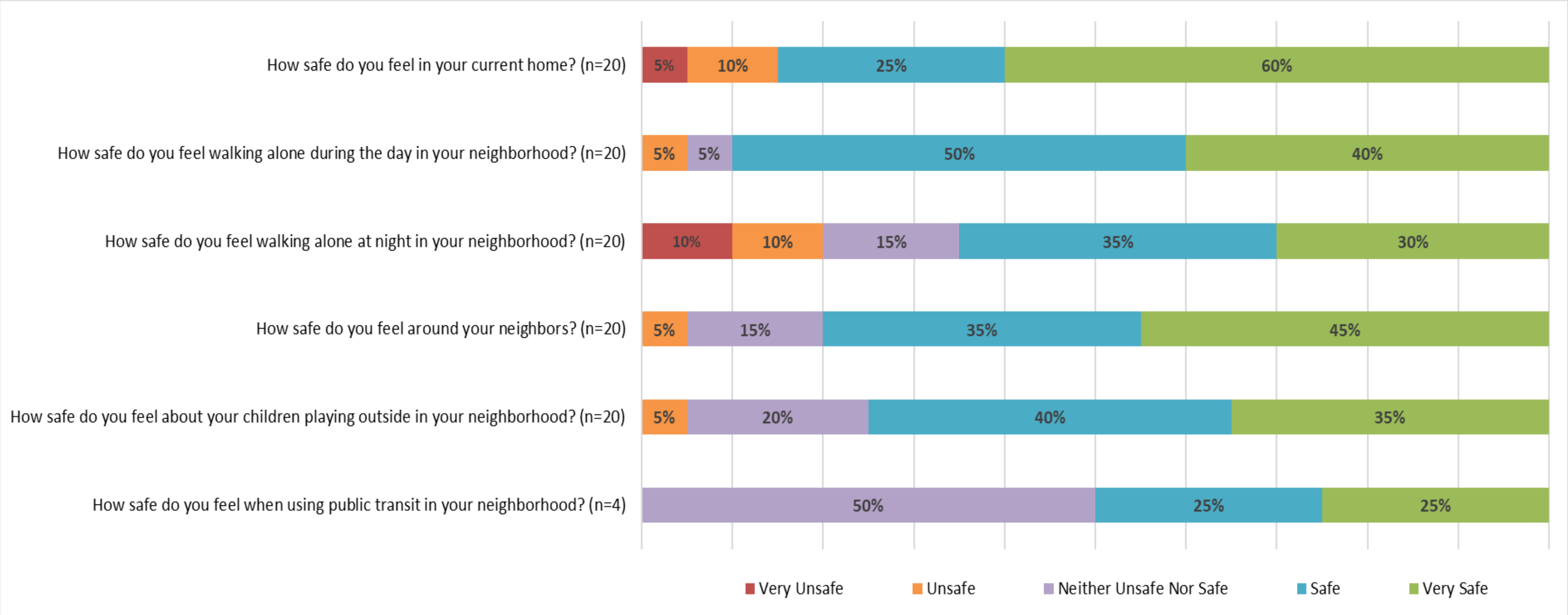
For neighborhoods where PBV units are located compared to the Reno Metropolitan Area, neighborhood characteristics throughout Reno are comparable to the neighborhoods where households moved into PBV units (Table 11). The only major differences are the unemployment rate and median home value, which are both lower in neighborhoods where PBV units are located compared to Reno Metropolitan Area.

Table 11. Neighborhood Characteristics in PBV Neighborhoods Compared to Reno Metro Area (*n*=48)

	Reno	**PBV Units**
Percent high school graduate or higher	87.1%	91.2%
Percent bachelor's degree or higher	28.9%	26.2%
Unemployment rate	8.0%	5.3%
Median Household Income	$55,103	$52,008
Percent of people in poverty	14.9%	12.9%
Proportion of vacant housing units	10.0%	8.4%
Proportion of single-family homes	59.9%	60.9%
Owner occupancy rate	57.1%	53.4%
Median home value	$236,300	$164,450
Median gross rent	$917	$916
Percent White	84%	83.5%
Percent Hispanic or Latino	23.4%	27.1%

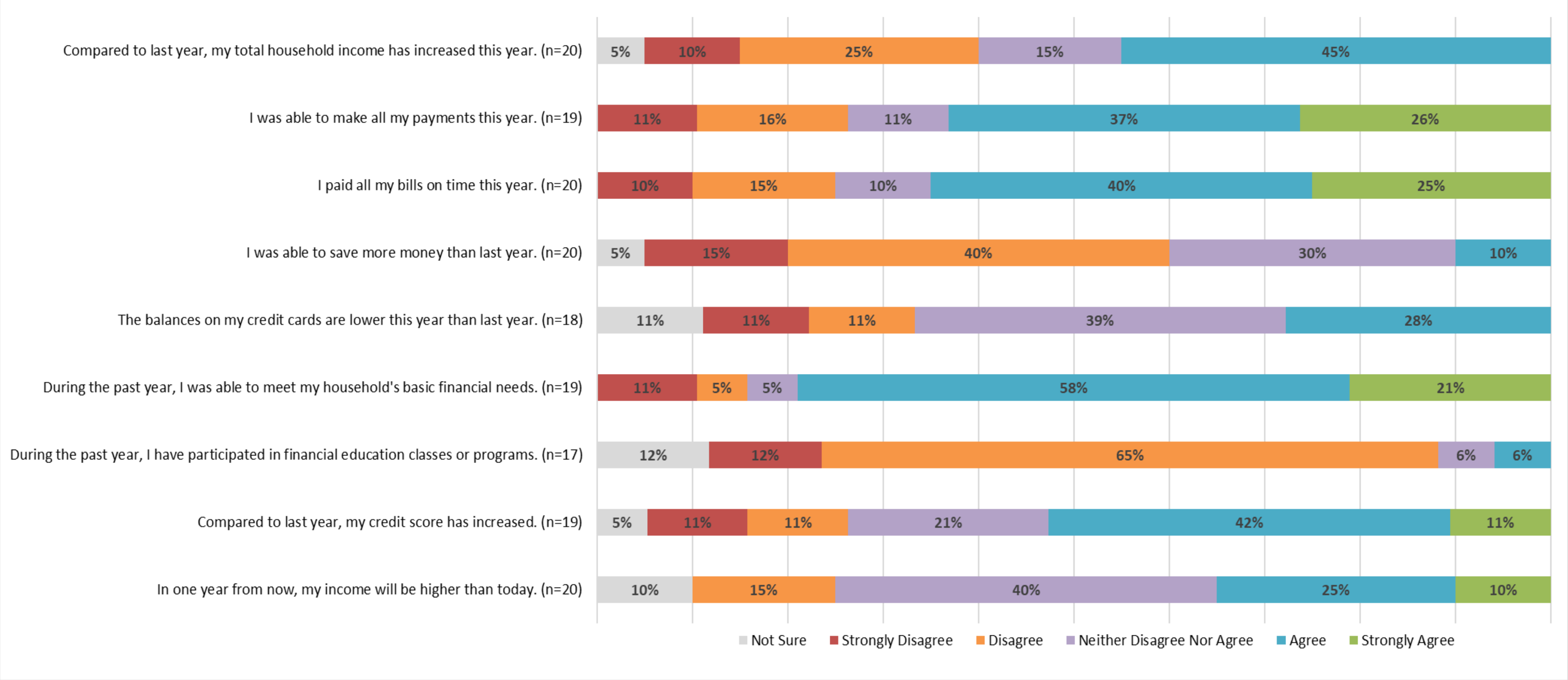
Most households feel safe in their home, neighborhood, and around their neighbors. The majority also feel safe when their children are playing outside in their neighborhood. Most survey respondents even feel safe walking alone in their neighborhood at night. The few households that use public transit also consider it to be generally safe.

Figure 1. Safety



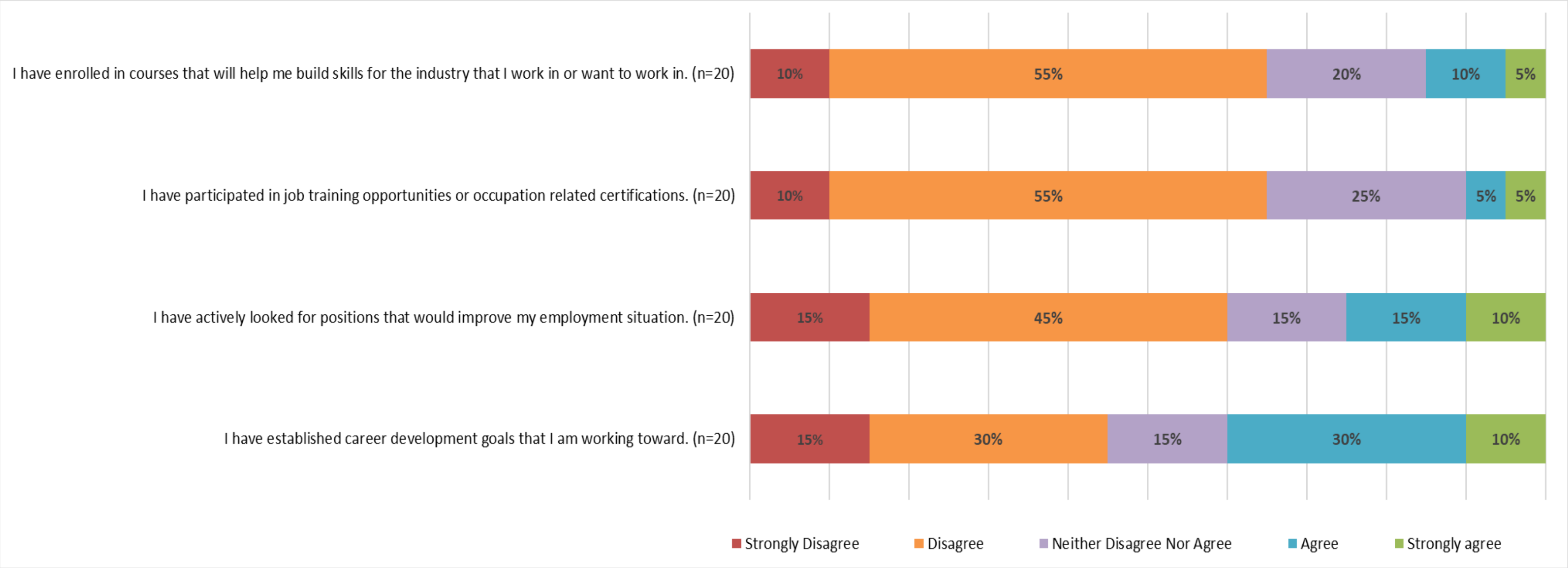
Compared to last year, 45% of households report that their household income has increased and 79% of households stated that their basic financial needs were met. Most households were able to make all their payments on time over the year, had lower balances on their credit cards compared to the previous year, and report having a higher credit score than last year. However, 55% of households report that they were unable to save more money than the previous year. Very few households participated in financial education classes or programs. The response regarding future income is mixed and only 35% of the households believe that their income will be higher in a year from now.

Figure 2. Financial Security and Wealth Accumulation



Within the last year, although some households have established career development goals that they are working toward, few have enrolled in courses or taken advantage of job training opportunities or occupation related certificates. A quarter of the households are actively looking for a position that would improve their employment situation.

Figure 3. Employment and Education



Most households responded positively regarding their child's well-being. Respondents reported being able to help their child learn new skills, thought their child's basic needs were met, saw substantial progress in educational goals, and were able to do things together as a family. Most households also reported having a network of friends and family members that supported the social development of their child and that they were able to provide the opportunity for their child to participate in after school, athletic, recreational, or religious activities. Childcare needs were met for more than half of the households although there are some households that reported this was a challenge.

Figure 4. Child Well-Being