



DuPage Housing Authority
5 Year Plan 2020

Review of year 2023 for submission in year 2024

Review of Objectives and Goals

Objective 1. Increase the availability of decent, safe and affordable housing.

Goal 1. Expand the supply:

- a. Apply for additional vouchers when available to meet the needs of general or special needs populations (FUP, Mainstream, VASH, Housing Conversion Actions and general Housing Choice Vouchers).
- b. Continue to participate in the Regional Housing Initiative to access new developments in DuPage County and promote mobility moves to opportunity areas.

2020 Progress: a: To date the DuPage Housing Authority has been awarded 78 Mainstream Vouchers; and as of December 31, 2020, has leased up 43 households. Due to the COVID-19 Pandemic the process has been slowed greatly; and additional extensions have been granted as requested. B. DHA continues to be an active member of the Regional Housing Initiative and offers input as needed regarding DuPage County applicants and/or participants.

2021 Progress: A. DHA was awarded 91 Emergency Housing Vouchers. B. DHA still participates in the Regional Housing Initiative.

2022 Progress: DHA continues to seek out additional vouchers and continues to participate in RHI.

2023 Progress: With Abby Apartments conversion, DHA was awarded 78 enhanced vouchers in Oct. 2023 DHA is participating in FYI vouchers (Foster Youth to Independence) with DCFS.

Goal 2. Improve the quality of assisted housing:

- a. Work to maintain High Performer status in accordance with SEMAP scoring.
- b. With data entered into YARDI Voyager software, develop reports and methods to enhance tracking services, activities and outcomes in a fully integrated manner (including finance, leasing, HCV management, etc.).
- c. Further develop the stakeholder feedback process to provide HCV tenants and landlords with a consistent means to identify strengths and weaknesses and to suggest improvements to DHA.
- d. Increase assisted housing choices by:



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- Continuing to provide referrals to partner agencies for voucher mobility counseling and Family Self-sufficiency program enrollment.
 - Increase administration of portability vouchers and programs.
- e. Maximize the participation of landlords in the HCV program through their attendance at regular educational sessions; partnership with Community Investment Corporation and the DuPage Continuum of Care to conduct property management certification classes; conduct survey feedback on DHA services and increasing registration to use the DHA Owners Portal.

2020 Progress: A. DHA continued to be a SEMAP High performer for FY 2020. B. As needed custom reports are created by the Compliance Manager to provide feedback to managers and program staff on ways to improve procedures to work more efficiently. Compliance Manager attended two Yardi Voyager Digital Online Conferences this past year and attended various workshops. Due to COVID-19 Pandemic all conferences have moved to Digital Versions and has allowed other Compliance Dept. Staff to attend specific workshops that pertain to their role at the housing authority. This would not have been possible in person due to our budget constraints.

C. DHA Client Surveys continue to be provided randomly to clients within their annual recertification packets. This next year, surveys will be distributed to our current landlords and other stakeholders to obtain feedback on suggested ways to improve our customer service.

D. The Compliance Manager continues to serve on the DuPage County Continuum of Care Leadership Committee and the Executive Director is a member of the Gaps & Needs Committee. As a result, DHA continues to collaborate with local social service agencies especially now that we have received the HUD Mainstream Vouchers.

E. DHA was involved in the coordinating of the first property management training scheduled for March 2020 for DuPage County Landlords and Property Managers; but due to the COVID-19 Pandemic it was cancelled. Unfortunately, in-person training is still not possible for this focus group and other options are still being explored. However, this is not a priority for the Continuum of Care at this time due to the highest priority now being to work with clients who have been affected by the Pandemic.

2021 Progress: A. DHA scored well enough to be a SEMAP High performer for FY2021. B. Compliance remains in close contact with Yardi as to DHA reporting needs and takes advantage of relevant training. C. DHA is open to hearing and scouting feedback to improve services. D. FSS brochures are available to the public in the reception area and are in the briefing packets. E. DHA website posted information and links to HUD landlord webinars.



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2022 Progress: DHA continued to be a SEMAP High performer in FY2022. Yardi upgrades provide reporting needs, and the Finance Dept. staff were trained in Yardi Financials. DHA still pursues feedback from stakeholders. FSS is promoted by Specialist and in client briefings. DHA website continues to update information for landlords.

2023 Progress: SEMAP High Performance status continues. Yardi upgrades are expanded as needed.

Objective 2. Improve the quality of life and economic vitality; promote self-sufficiency and the use of asset development for individual households.

Goal 1. Program enhancements:

- a. Expand participation in collaborative groups operating in DuPage County to maximize sharing of information and tenant access to support systems that will improve self-sufficiency outcomes (DuPage Continuum of Care, Community Connections Meetings, DuPage Housing Action Coalition, etc.).
- b. Continue to cross-train other providers of housing services in DuPage County to increase employee knowledge of services available to tenants (DuPage Home Ownership Center, DuPage Habitat for Humanity, Community Housing Advocacy and Development organization, DuPage County Community Development Department, Midwest Shelter for Homeless Veterans, etc.).
- c. Encourage the use of Yardi Rent Café for Owners and Tenants, which will allow them to get real time data.

2020 Progress: A. DHA staff continue to represent the Housing Authority on various committees within the community. However, this past year, some committees have not been meeting regularly due to COVID-19 and have begun to schedule meetings via Zoom Online. B. Online Trainings via Zoom have been hosted for various social service agency staff regarding the new DHA Move-On Project for the DHA Mainstream Voucher Program. In addition, other specific housing authority topic trainings have been offered via Zoom as needed. C. DHA continues to provide information to both Vendors and Current Participants on how to create a Rent Café account if they have not done so yet. In addition, DHA has purchased the new Compliance Exchange Module for Yardi Voyager to allow enhancements to the online experience for Applicants and Tenants. The development and implementation of this new module is still being completed and as different workflows are finalized, they will be implemented on an individual basis.



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2021 Progress: A. DHA still participates in the COC. B. DHA continues to communicate our services with social service partners. C. DHA encourages landlord to use the Landlord Café.

2022 Progress: DHA maintains these goals.

2023 Progress: Upgrades have allowed selected applicants to upload their required documents via their Café account for the intake process.

Goal 2. Promotion of Self-Sufficiency of HCV Program Participants:

- a. Encourage the participation of HCV tenants in the Family Self-Sufficiency program.
- b. Encourage the use of the DHA website and Rent Café to link HCV tenants to organizations and programs in DuPage County that provide employment services and opportunities.
- c. Encourage the use of the DHA website to link elderly HCV tenants to programs and services that assist seniors to be as independent as possible.

2020 Progress: A. HCV Program staff continue to encourage existing HCV clients to participate in the Family Self-Sufficiency Program if they have not done so. A FSS Flyer is given out during the annual recertification process. B. DHA continues to update the agency website to include links to social service agencies in DuPage County. C. DHA will reach out to the property managers at our various Senior PBV Sites to make them aware of the links available on our DHA website.

2021 Progress: A. FSS brochures are featured in the reception area and in the briefing packets. B. DHA website has a Resource page that callers are referred. C. DHA has an updated elderly services Resource page.

2022 Progress: DHA maintains these goals.

2023 Progress: DHA continues to achieve these goals.

Objective 3. Ensure Equal Opportunity in Housing.

Goal 1. Affirmative Measures:

- a. Investigate the purchase and use of additional on-line training packets that will better inform program participants regarding issues that impact their housing and housing search processes (Fair Housing regulations, Tenant Rights, etc.)



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- b. Work cooperatively with landlords to provide safe, decent and affordable housing regardless of the race, color, religion, native origin, gender, sexual orientation/identity, marital status, family status, disability, ancestry or age of the applicant.
- c. Work with partner advocates to expand Fair Housing guidelines County wide that would prohibit property owners from denying voucher holders the ability to rent their unit strictly because a source of income that contributes to their ability to pay rent may include a housing voucher.

2020 Progress: A. The DHA Briefing packet includes pamphlets that inform clients on Fair Housing regulations, DuPage County Community Services, and a Good Place to Live. The DHA website updates on a regular basis various links to housing search sites and other social service agency resources. Other options are still being explored. B. DHA continues to work cooperatively with existing landlords; but additional avenues to do so have not been explored this year due to the COVID-19 Pandemic. C. DHA continues to work with various partners in DuPage County to advocate for Fair Housing; but again, due to the COVID-19 Pandemic planned events have been put on hold.

2021 Progress: A. The DHA Briefing packet has several pamphlets to assist clients. Hope Fair Housing brochures are in the reception area. B. DHA maintains HUD housing standards in inspections to provide safe, decent housing for its clients. C. DHA continues to advocate for Fair Housing by attending speaking events that DHA was invited.

2022 Progress: DHA maintains these goals. Prairie State Legal and NAMI DuPage County gave staff training presentations. Hope Fair Housing and Bridge Communities have provided brochures for the office.

2023 Progress: DHA increased the payment standard 120% effective Aug. 2, 2023. An office in the Hines VA Hospital was opened Sept. 15, 2023 for DHA clients.