

## Charlotte Housing Authority

### Results of Customer Fiscal Year 2011-2012 Annual Planning Sessions (*Revised 09/13/10*)

	Customer Requested Activity	CHA Response	Moving Forward Plan Area Activity Addresses
How can we assist non-disabled, non elderly to seek training or employment?	A1. Provide Transportation	<ul style="list-style-type: none"> <li>• Bus passes available at property manager's office and case management. CHA has reapplied for the 2 year bus grant.</li> <li>• Gas vouchers have never been considered but can be explored. MTW Coordinator will inquire with other MTW agencies about a gas voucher program and if so how it works.</li> </ul>	<ul style="list-style-type: none"> <li>• Non-MTW Related Housing Authority Information</li> <li>• Not yet explored</li> </ul>
	A2. Provide Childcare subsidy not a referral	<ul style="list-style-type: none"> <li>• Childcare subsidies are available in the FSS and ROSS budgets. Priority is given to Victoria Square, Claremont residents and existing ROSS and HOPE VI FSS participants.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing Activity: Currents of Change</li> </ul>
	A3. Job Training	<ul style="list-style-type: none"> <li>• The Employment Center at Arbor Glen will have job training resources and job postings. The training at the center will focus on jobs that are in high demand in the local community. Employment Center is expected to open in Sept</li> <li>• CHA will market the workshops, programs and meetings through public housing monthly newsletter, Section 8 quarterly newsletter, and the public housing monthly newsletter calendar.</li> <li>• Section 8 will explore a dedicated phone line that participants can call to get Section 8 updates/information.</li> <li>• CHA will consider post cards rather than letters to notify participants of events and opportunities.</li> <li>• CHA posts agency vacancies at all CHA managed sites.</li> </ul>	<ul style="list-style-type: none"> <li>• Non-MTW Related Housing Authority Information</li> <li>• Not applicable to the Annual Plan</li> <li>• Not applicable to the Annual Plan</li> <li>• Not applicable to the Annual Plan</li> <li>• Not applicable to the Annual Plan</li> </ul>
What skills could we help you develop to leave assisted housing?	B1. Know where resources are	<ul style="list-style-type: none"> <li>• CHA hopes to make the Rent Wise brochure available to customers</li> <li>• Corporate Communications will be asked to post the availability of the Resource Toolkit on Facebook.</li> <li>• MTW staff will put binded copy at each site</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable to the Annual Plan</li> <li>• Not applicable to the Annual Plan</li> <li>• Not applicable to the Annual Plan</li> </ul>
	B2. Budgeting/Money management	<ul style="list-style-type: none"> <li>• Will be available through the vendors at the Employment Center</li> </ul>	<ul style="list-style-type: none"> <li>• Non-MTW Related Housing Authority Information</li> </ul>
	B3. Motivation, Confidence, Planning for the future	<ul style="list-style-type: none"> <li>• More peer presentations and networking will be done as opportunities present themselves</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable to the Annual Plan</li> </ul>
	B4. On the Job Training, Reading and math skills/job coaching for those that have low skills	<ul style="list-style-type: none"> <li>• Chris will speak with City Dive about incorporating CHA needs (vacancy turnaround, moving company, childcare, transportation service, mobile hair salon) into the Entrepreneurship Curriculum they will be hosting at the Employment Center.</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable to the Annual Plan</li> </ul>
	B5. More Section 8 Vouchers	<ul style="list-style-type: none"> <li>• The receipt of more Section 8 vouchers depends on HUD.</li> <li>• Recently CHA has only been receiving special vouchers like Veteran Affairs Supportive Housing.</li> <li>• The agency also applied for additional vouchers for disabled, non elderly.</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable to the Annual Plan</li> <li>• General Housing Authority Operating Information</li> <li>• Not applicable to the Annual Plan</li> </ul>

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What partnerships are needed to make customers successful?	C1. United Way, YMCA, United Family Services, Churches, Mental Health	<ul style="list-style-type: none"> <li>Vendors at the Employment Center will include a staffing agency, Jacobs Ladder, Workforce Development Board and City Dive.</li> <li>As customers come to the center, additional needs will be recognized and partners will be recruited to service that need.</li> </ul>	<ul style="list-style-type: none"> <li>Not applicable to the Annual Plan</li> </ul>
	C2. Adult activities: computer classes, outings/social events/fellowship, arts and crafts, sewing	<ul style="list-style-type: none"> <li>RAC should view the customer requests and create a work plan to address the items.</li> <li>CHA Senior Service Coordinator arranges activities at senior sites</li> <li>Most communities will have computer labs; staff will explore bringing local volunteers in to provide classes</li> </ul>	<ul style="list-style-type: none"> <li>Not applicable to the Annual Plan</li> </ul>
	C3. Youth activities: structured afterschool activities, homework help, sports, video game tournament	<ul style="list-style-type: none"> <li>MTW Coordinator will contact PAL and Park and Recreation to encourage them to promote at the CHA sites more and hold events near the sites when possible.</li> <li>CHA staff and the Employee Association will consider ways to develop funding for scholarships for CHA youth for any extracurricular activity.</li> <li>The Scholarship Fund should be solicited to administer a sports scholarship fund that could fold into the academic portion of their existing program.</li> <li>RAC should view the customer requests and create a work plan to address the items.</li> </ul>	<ul style="list-style-type: none"> <li>To be explored</li> <li>To be explored</li> <li>To be explored</li> <li>Not applicable to the Annual Plan</li> </ul>
	C4. Playground, Exercise agencies, Computer Training	<ul style="list-style-type: none"> <li>If there is a park within 1 – 2 miles of a site there is no CHA playground. A pilot Tot Lot is being put in at Leafrest this year and that could possibly lead to additional Tot Lots at other sites in the future.</li> <li>Exercise equipment is being put in at Strawn and Charlottetown. There are no discussions on equipment at other sites. There are discussions about possibly opening these exercise facilities up CHA wide.</li> <li>RAC is asked to address computer training classes.</li> </ul>	<ul style="list-style-type: none"> <li>Note: CHA understands that some of these may not be convenient or safe for youth to walk to and CHA does not encourage it if so.</li> <li>Capital Fund Financing Program (CFFP)</li> <li>Not applicable to the Annual Plan</li> </ul>
	C5. Partnerships: Communicate more with other agencies and link services to work together. Need cooperation between agencies – for example, DSS and food stamp benefits	<ul style="list-style-type: none"> <li>The CEO has looked into this and the state will not give the authority to the local DSS.</li> <li>Staff is working to establish computer sites for The Benefits Bank, a program to assist with benefit coordination</li> </ul>	<ul style="list-style-type: none"> <li>Long Term Plan</li> </ul>
Would follow up or extended services after you leave be helpful?	D1. Yes, 6 – 12 months	<ul style="list-style-type: none"> <li>CHA resources are limited.</li> <li>Successful move outs are encouraged to participate in community support groups or networking that is independent of CHA.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing Activity: Currents of Change</li> </ul>
	D2. Someone to provide advice/support	<ul style="list-style-type: none"> <li>These individuals are still able to use the Employment Center resources and should receive their own copy of the Resource Toolkit book.</li> </ul>	<ul style="list-style-type: none"> <li>Non-MTW Related Information</li> </ul>
	D3. Emergency childcare and transportation aid	<ul style="list-style-type: none"> <li>The incentive account will be available.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing Activity: Rent Reform</li> </ul>

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<p>E1. Childcare, navigating system, budgeting for necessities</p> <hr/> <p>E2. Navigating the system</p> <hr/> <p>E3. Empty nest Syndrome</p> <hr/> <p>E 4. Facing change</p>	<ul style="list-style-type: none"> <li>The Case Management will address family, not just head of household.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing Activities: Currents of Change</li> </ul>
<p>E5. Deposits/fees; adding utility expenses to current financial concerns</p>	<ul style="list-style-type: none"> <li>The escrow account will help with these items, as well as the CHA rent deposit if the unit is left in good condition.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing Activity: Rent Reform</li> </ul>
<p>E6. Furniture</p>	<ul style="list-style-type: none"> <li>Crisis can provide furniture assistance.</li> </ul>	<ul style="list-style-type: none"> <li>Not applicable to the Annual Plan</li> </ul>
<p>E7. Money for saving to start over</p>	<ul style="list-style-type: none"> <li>The escrow account will help with these items, as well as the CHA rent deposit if the unit is left in good condition.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing Activity: Rent Reform</li> </ul>
<p>E8. Adjust rent ceiling level; change regulations about cap for income to stay in public housing</p>	<ul style="list-style-type: none"> <li>The ceiling rent is going up.</li> <li>Exit points, such as income cap would force persons out of housing and not the image CHA wants to portray. Forcing persons when they are not ready could cause a burden for other partner agencies.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing Activity: Rent Reform</li> </ul>

What barriers do residents face in trying to leave assisted housing?