

**TX-481 Panhandle Community Services  
Five Year Plan for HUD Choice Voucher Program  
Goal and Objectives**

**ATTACHMENT: A**

**Goal 1: Increase accessibility to quality housing units in the Panhandle.**

**Objective 1:** Reduce by 20% the number of leased housing units in the higher concentrated, low-income neighborhood/counties.

**Outcome:** At least 398 housing units will be leased outside higher concentrated, low-income neighborhoods/counties.

**Objective 2:** Increase rental payments by the maximum allowable to encourage landlords outside of the high concentrated, low-income neighborhoods to participate in the Housing Choice Voucher Program each year.

**Outcome:** At least 309 new properties will be leased outside the higher concentrated, low-income neighborhoods/counties in the Panhandle.

**Objective 3:** Improve by 10% the amount of new low-income housing units available in the Panhandle.

**Outcome:** At least 190 new housing units will be developed within the Panhandle.

**Objective 4:** Improve strategies for families to select quality and safe housing outside the high concentrated, low-income neighborhoods/counties.

**Outcome:** At least 95% of the tenants, will receive training on how to search for housing using GoSection8.com or other network-based systems to comparison shop with their voucher.

**Goal 2: Improve the relationship with Landlords throughout the Panhandle.**

**Objective 1:** Develop and update a landlord packet about the Housing Choice Voucher Program for all current and future landlords.

**Outcome 1:** At least 650 landlord packets will be developed and distributed to landlords.

**Outcome 2:** At least 400 of the current and future landlords will place their availability on GoSection8.com.

**Objective 2:** Educate current and future landlords about the Housing Choice Voucher Program.

**Outcome 1:** At least 250 landlords will attend the annual landlord training meeting on changes in regulations and methods to improve quality of housing.

**Outcome 2:** Staff will attend and/or make presentations about the housing choice voucher program at least once a year to property owners/management organizations in the Panhandle.

**Outcome 3:** Create a landlord's corner on the PCS website to provide current information on HUD regulations, training opportunities and local information such as the Administrative Plan, Inspection guide and payment standards. Available rental properties will also be listed on the page.

**Goal 3: Create a pathway to self-sufficiency for each family enrolled in the Housing Choice Program,**

**Objective 1:** Assess needs for each client to ensure they have basic needs.

**Outcome:** 150 (or 10%) of families per year will receive general assistance and referral to partner programs, both internal and external PCS.

**Objective 2:** Make at least 125 referrals to the Family Development Program at PCS for tenants

between the ages of 18-55 to assist them with work or education that will lead to self-sufficiency.

**Outcome:** At least 25 families will become self-sufficient, defined as income at or above the living wage for the designated county.

**Objective 3:** Make at least 20 referrals to home ownership agencies per year.

**Outcome:** At least 20 families will transition into homeownership.

**Objective 4:** Transition special condition tenant households experiencing homelessness to quality safe housing.

**Outcome:** At least 98% of the allotted vouchers for special conditions ( currently VASH and the Foster Care Initiative) will be housed each year.

**Objective 3:** At least 85% of tenants will be trained on the responsibilities and requirements that may result in adverse actions that result in them losing their Housing Choice Voucher.

**Outcome 1:** All tenants will receive new information on family obligations, including the impact of moving, repayment plans at briefings and renewals.

**Outcome 2:** At least a 40% reduction in the failed inspections and adverse terminations.

#### **Goal 4: Improve the administration of the Housing Choice Voucher Program**

**Objective 1:** Implement technology at every level of the program.

**Outcome:** All the program operations will be paperless.

**Objective 2:** Maintain enrollment at a 98% rate of allocated vouchers.

**Outcome:** Maintain at least 1,951 vouchers under lease each month.

**Objective 3:** improve to quality of staff in the Housing Choice Program

**Outcome 1:** The salary of the staff in the Housing Choice Program will increase by 15%.

**Outcome 2:** Each inspector will complete at least one training per year to improve their knowledge and skills.

**Outcome 3:** Each Housing Specialist will be re-certified every three years.

#### **TX-481 Panhandle Community Services**

#### **Five Year Plan**

#### **Progress Report**

#### **ATTACHMENT: B**

### **B3. Progress Report**

The following items were completed since the last plan to enhance the Housing Choice Voucher Program:

1. Upgraded the program tracking system.
2. Recruited some new landlords.
3. Developed a list for tenants and landlords on the requirements for a successful inspection. This is mailed out at the time of renewal.
4. Created one waiting list instead of 26 separate waiting lists.
5. Fifty percent of the staff completed the Housing Specialist Certification, and two staff completed the Inspector Certification. These staff are responsible for completing quality control on inspections.
6. Improved our partnerships with other organizations, such as the two COCs, domestic violence shelters, employment and educational agencies in our area.

<b>5-Year PHA Plan (for All PHAs)</b>	<b>U.S. Department of Housing and Urban Development Office of Public and Indian Housing</b>	<b>OMB No. 2577-0226 Expires: 02/29/2016</b>
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**Purpose.** The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

**Applicability.** Form HUD-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

<b>A.</b>	<b>PHA Information.</b>						
A.1	<p>PHA Name: <u>Panhandle Community Services</u> PHA Code: <u>TX-481</u></p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>01/01/2021</u></p> <p>PHA Plan Submission Type: <input checked="" type="checkbox"/> 5-Year Plan Submission <input type="checkbox"/> Revised 5-Year Plan Submission</p> <p><b>Availability of Information.</b> In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information on the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)</p>						
		<b>Participating PHAs</b>	<b>PHA Code</b>	<b>Program(s) in the Consortia</b>	<b>Program(s) not in the Consortia</b>	<b>No. of Units in Each Program</b>	
						<b>PH</b>	<b>HCV</b>
		Lead PHA:					

<b>B.</b>	<b>5-Year Plan.</b> Required for all PHAs completing this form.
<b>B.1</b>	<p><b>Mission.</b> State the PHA’s mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA’s jurisdiction for the next five years.</p> <p>The mission of Panhandle Community Services is to work as a community leader and partner in the Texas Panhandle to change the lives of low-income people by bridging the gap from poverty to self-sufficiency. Embedded in this agency-wide mission is the understanding and commitment to providing safe and quality housing to low-income families to improve their quality of lives and assist them in becoming self-sufficient.</p>
<b>B.2</b>	<p><b>Goals and Objectives.</b> Identify the PHA’s quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years.</p> <p>See Attachment A- TX-481 Panhandle Community Services- Goals and Objectives</p>
<b>B.3</b>	<p><b>Progress Report.</b> Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.</p> <p>See Attachment B-TX-481 Panhandle Community Services- Progress Report</p>
<b>B.4</b>	<p><b>Violence Against Women Act (VAWA) Goals.</b> Provide a statement of the PHA’s goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.</p> <p>PCS has a very active partnership with each of the three domestic violence agencies in the Panhandle. The Domestic Violence Director in Amarillo and the Director of Family Services at PCS both serve on the COC in Amarillo. PCS currently has five preference points for each family impacted by domestic violence.</p>
<b>B.5</b>	<p><b>Significant Amendment or Modification.</b> Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>PCS will use two criteria to modify the Plan:</p> <ol style="list-style-type: none"> <li>1. Reduction in funding from the Department of Housing and Urban Development.</li> <li>2. A natural or technical disaster resulting in our inability to retrieve information to document the outcomes stated above.</li> </ol>
<b>B.6</b>	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) provide comments to the 5-Year PHA Plan?</p> <p>Y N  <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p>PCS does not have a Resident Advisory Board. However, the Plan was reviewed by the Panhandle Community Services Board of Directors, which consisted of five low-income members. No comments were made.</p>
<b>B.7</b>	<p><b>Certification by State or Local Officials.</b></p> <p><a href="#">Form HUD 50077-SL</a>, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>

# Instructions for Preparation of Form HUD-50075-5Y 5-Year PHA Plan for All PHAs

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## A. PHA Information [24 CFR §903.23\(4\)\(e\)](#)

**A.1** Include the full **PHA Name**, **PHA Code**, **PHA Fiscal Year Beginning** (MM/YYYY), **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the hearing and proposed PHA Plan.

**PHA Consortia:** Check box if submitting a Joint PHA Plan and complete the table.

## B. 5-Year Plan.

**B.1 Mission.** State the PHA's mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA's jurisdiction for the next five years. ([24 CFR §903.6\(a\)\(1\)](#))

**B.2 Goals and Objectives.** Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years. ([24 CFR §903.6\(b\)\(1\)](#)) For Qualified PHAs only, if at any time a PHA proposes to take units offline for modernization, then that action requires a significant amendment to the PHA's 5-Year Plan.

**B.3 Progress Report.** Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5- Year Plan. ([24 CFR §903.6\(b\)\(2\)](#))

**B.4 Violence Against Women Act (VAWA) Goals.** Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. ([24 CFR §903.6\(a\)\(3\)](#))

**B.5 Significant Amendment or Modification.** Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.

### B.6 Resident Advisory Board (RAB) comments.

(a) Did the public or RAB provide comments?

(b) If yes, submit comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. ([24 CFR §903.17\(a\)](#), [24 CFR §903.19](#))

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This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the 5-Year PHA Plan. The 5-Year PHA Plan provides the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families and the progress made in meeting the goals and objectives described in the previous 5-Year Plan.

Public reporting burden for this information collection is estimated to average .76 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

**Privacy Act Notice.** The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

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Oklahoma City, OK 73102  
Phone (405) 609-8555 - Fax (405) 609-8530  
<http://www.hud.gov/local/ok/>

**January 18, 2021**

Ms. Magi York, Executive Director  
Panhandle Community Services  
1309 SW 8<sup>th</sup> Street  
Amarillo, TX 79120

**Re: PHA Plan Approval**

**Dear Ms. York:**

**This letter is to inform you that the Panhandle Community Services Housing Choice Voucher Program Five-Year PHA Plan for the Fiscal Years 01/01/2021 through 01/01/2025 is approved. This approval of the Plan submission does not constitute an endorsement of the strategies and policies outlined in the Plan. In providing assistance, families under programs covered by this Plan, the Panhandle Community Services will comply with the rules, standards, and policies established in its approved PHA Plan, as provided in 24 CFR Part 903 and other applicable regulations.**

**Panhandle Community Services Plan and all required attachments and documents must be made available for review and inspection at the PHA office during normal business hours.**

**Should you have any questions or if we may be of further assistance, please contact Jean Robinson, Program Analyst, HCV Program, at 405/609/8567, or [jean.p.robinson@hud.gov](mailto:jean.p.robinson@hud.gov).**

**Sincerely,**

**Jean Robinson**