**INTRODUCTION**

This chapter contains information about the PHA and its programs with emphasis on the Housing Choice Voucher (HCV) program. It also contains information about the purpose, intent and use of the plan and guide.

Part I: The Public Housing Agency (PHA). This part includes a description of the PHA, its jurisdiction, its programs, and its mission and intent.

Part II: The HCV Program. This part contains information about the Housing Choice Voucher Program operation, roles and responsibilities, and partnerships.

Part III: The HCV Administrative Plan. This part discusses the purpose and organization of the plan and its revision schedule. The instructions also contain guidance for each chapter and how to use the document within your agency.

**PART I: THE PHA**

**1-I.A. OVERVIEW**

This section explains the origin of the PHA’s creation and authorization, the general structure of the organization, and the relationship between the Board and the staff. **No policy decisions are required.**

**1-I.B. ORGANIZATION AND STRUCTURE OF THE PHA**

This section explains the origin of the PHA’s creation and authorization, the general structure of the organization, and the relationship between the board and the staff. **No policy decisions are required.**

**CAUTION:** **In this section you must insert the name of your PHA and the name of the jurisdiction(s) covered by your PHA.**

**1-I.C. PHA MISSION STATEMENT**

The PHA should have established a written mission to guide the agency in its operation.

🗹 **Decision Point: What is the PHA’s mission statement?**

Things to Consider

* Mission statements are meant to communicate the purpose of the agency to people inside and outside the agency.
* The mission statement is a required component of the Five-Year and Annual PHA Plan.
* The purpose or mission is the core of an organization. It provides guiding direction for developing strategy, defining critical success factors, searching out key opportunities, making resource allocation choices, satisfying clients and stakeholders, and making decisions.
* A mission statement should be clear and understandable and brief. It should be updated to reflect the agency’s current direction.
* A mission statement is adopted by the board of commissioners.
* To be fully understood and adopted by all, the management staff of the agency must set the example set forth in the mission statement.
* Mission statements should be posted and available for all employees.
* Options 2 and 3 contain sample mission statement language should the PHA require assistance in writing one. However, keep in mind that should the PHA adopt the language in Options 2 or 3, the same language must be used in the PHA’s Five-Year and Annual PHA Plan.

**CAUTION:** **You must insert information here. The model plan does not contain language that can be adopted as-is.**

* *Option 1:* *Insert the mission statement per the most recently approved Five-Year and Annual PHA Plan.*

**[Insert the PHA’s mission statement from the Five-Year and Annual Plan]**

* *Option 2: Delete model plan language and substitute the language as shown below.*

The PHA’s mission is to provide safe, habitable dwelling units for very low-income families and to manage resources efficiently. The PHA is to promote personal, economic and social upward mobility to provide families the opportunity to make the transition from subsidized to non-subsidized housing.

🞎 *Option 3: Delete model plan language and substitute any of the mission statements or any combination of the mission statements as shown below.*

To serve our community's housing needs using all resources available.

To provide affordable housing for all residents through creative partnerships with public and private collaborators.

To provide quality housing opportunities to improve the lives of the citizens who are in need.

To provide safe, habitable, affordable housing for eligible residents of the City of \_\_\_\_\_\_\_\_\_\_\_\_.

To provide affordable housing that is in good repair, to be stewards of public funds and trust, and to serve all customers with respect.

To do good by doing good business in offering a variety of housing opportunities for the community's citizens.

To provide affordable housing and quality customer service to families we serve.

To promote innovative housing communities and encourage clients to achieve self-sufficiency.

To help families and individuals with low incomes achieve greater stability and self reliance by providing safe, affordable quality housing and links to community services.

🞎 *Option 4: Use PHA-established policy. Edit the model plan language or delete it and insert the PHA’s policy.*

**1-I.D. THE PHA’S PROGRAMS**

All of the PHA’s programs are not covered by the administrative plan. If the PHA has Public Housing, the Admission and Continued Occupancy Policy covers that program.

🗹 **Decision Point: Which PHA programs are covered by the administrative plan?**

Things to Consider

* + Typically, the Housing Choice Voucher program would be listed in this section. However, you may administer some special programs which also should be listed here.
  + If your PHA administers the Family Self Sufficiency (FSS) Program, you will want to specify that the HCV policies do pertain to families who participate in the FSS program. However, there is also an FSS action plan which addresses the operation and guidelines for the operation of the FSS program.

🞎 *Option 1: Use the model plan language shown below. No changes to the model plan are required.*

The PHA’s administrative plan is applicable to the operation of the Housing Choice Voucher program.

* *Option 2: Delete model plan language and substitute any of the following options which are applicable to your PHA as shown below.*

The PHA’s administrative plan is applicable to the operation of the Housing Choice Voucher program. In addition, the administrative plan addresses policies for the following special programs:

Single room occupancy (SRO)

Congregate housing

Group home

Shared housing

Cooperative housing (excluding families that are not cooperative members)

Manufactured home (where family owns the home and leases the space)

Homeownership

🞎 *Option 3: Use PHA-established policy. Edit the model plan language or delete it and insert the PHA’s policy.*

**1-I.E. THE PHA’S COMMITMENT TO ETHICS AND SERVICE**

This section of the plan is included to guide the PHA in making decisions and determining whether they are meeting the commitment of the agency to the public and to the families and owners served. **No policy decisions are required unless the PHA wishes to add to or delete the standards listed.**

**PART II. THE HOUSING CHOICE VOUCHER (HCV) PROGRAM**

**1-II.A. OVERVIEW AND HISTORY OF THE PROGRAM**

The intent of this section is to provide the public and staff with information related to the overall operation of the program. There have been many changes to the program since its inception in 1974 and a brief history of the program will assist the audience in understanding the program. **No policy decisions are required.**

**1-II.B. HCV PROGRAM BASICS**

This section provides information on the basics of program operation. It is intended to assist the audience in understanding the program. **No policy decisions are required.**

**1-II.C. THE HCV PARTNERSHIPS**

This section provides an overview of the roles and responsibilities of the various parties involved in the operation of the Housing Choice Voucher program. If all parties understand their roles and responsibilities, the program operates more efficiently and effectively. The section is intended to assist the audience in understanding the program. **No policy decisions are required.**

**1-II.D. APPLICABLE REGULATIONS**

This section lists the regulations that are applicable to the housing choice voucher program and this administrative plan. **No policy decisions are required.**

**PART III. THE HCV ADMINISTRATIVE PLAN**

**1-III.A. OVERVIEW AND PURPOSE OF THE PLAN**

This section explains the need for and purpose of the plan. . **No policy decisions are required.**

**1-III.B. CONTENTS OF THE PLAN (24CFR 982.54)**

This section lists the regulatory requirements of the plan and the additional reasons for the plan language and topics covered. **No policy decisions are required.**

**1-III.C. ORGANIZATION OF THE PLAN**

The plan is organized to provide information to users in particular areas of operation. **No policy decisions are required.**

**The Model Administrative Plan**

The model administrative plan includes recommended language for each area in which the PHA has discretion or flexibility to adopt its own policies. To make the editing process easier, the model plan contains only **one version** of each policy – generally HUD’s safe harbor policy or the policy that seems to be common to most PHAs. *This means that if the model plan language works for your PHA,* ***no cutting and pasting is required****.*

HUD regulations and other requirements are described in detail in the model administrative plan with appropriate citations. They are also summarized in the policy guide as needed to assist in making decisions.

**The Policy Guide and Instructions**

The policy guide is a decision-making tool for PHA policy makers. You can use the guide as a checklist for evaluating your compliance with HUD requirements and for making decisions about local policies. PHA decision points are identified throughout this document with this symbol:

**☑**

The policy guide provides recommended language and policy options and explains why the recommended language is used in the model plan.

* + If you decide to adopt an alternative policy, you may edit or delete the NMA-provided language in the model plan, cut and paste another option from the policy guide, or develop and type in your own wording.

Before starting work on the revision, print out the Acrobat PDF files of the model plan pages and policy guide for each chapter.Read through the model plan and review the decision points in the policy guide to determine if you want to make any changes to the model plan. After you have edited the model plan, print out the revised chapter to update your hard copy and, and edit the table of contents (TOC) file if necessary to update the TOC for your plan.

**Working with Model Policy Files**

**1-III.D. UPDATING AND REVISING THE PLAN**

The PHA should have a strategy in place for updating the plan.

🗹 **Decision Point: How often should the plan be updated?**

Things to Consider

* As regulations are published and effective, there will be decisions required of the PHA. Generally, when the regulation contains the word “may” (not “may not” which is mandatory), a decision is required. Decisions should be made in writing and incorporated into the plan to ensure consistent program operation by staff.
* There are various strategies to employ for updating the plan. It can be updated when a new regulation requires implementation. It can be updated at any other time, including quarterly, especially when the PHA sees the need for local decisions to ensure staff consistency in operation.
* By subscribing to the NMA revision service, you will receive an email when plan and guide revisions are available for you to incorporate in the plan. These will be made available at least once a year. These can be incorporated when received or on a pre-determined schedule.
* The PHA should review and update the plan at least once a year, and more often if needed to reflect changes in regulations or PHA operations. The model plan language states “as needed” to allow agency flexibility.

🞎 *Option 1: Use the model plan language shown below. No changes to the model plan are required.*

The PHA will review and update the plan as needed, to reflect changes in regulations, PHA operations, or when needed to ensure staff consistency in operation.

🞎 *Option 2: Use PHA-established policy. Edit the model plan language or delete it and insert the PHA’s policy.*

**FINALIZING THE DOCUMENT**

Take a final look at the changes you have made in this chapter of the administrative plan.  
Have you:

(1) Added or subtracted any exhibits at the end of the chapter?  Yes  No.

(2) Added, subtracted or reordered any major sections (at the A, B, or C level?)  Yes  No

If you answered yes to either of these questions, you must adjust the chapter to match your changes.

**☑ Decision Point: Are any changes required to this chapter?**

No. No changes to the model plan are needed.

Yes. Edits only. Edit and insert PHA language as appropriate.

Yes. PHA changed the organization of the chapter. Adjust the chapter to reflect your changes **and** review the rest of the document to make sure that any references to section numbers are correct.

**☑ Decision Point: Are changes required in other chapters as a result of changes to this chapter?**

Check the “Things to Consider” under each decision point to identify if changes to the model plan policy will require changes to policies in other chapters of the plan.

No. Changes to other chapters are not necessary.

Yes. Changes to the following chapters are also required: