

## **ADDENDUM TO HCV ADMINISTRATIVE PLAN FOR AFFIRMATIVELY FURTHERING FAIR HOUSING**

In accordance with the General Section of the SuperNOFA, (Section III, C.3.g.), listed herein is the Addendum that promotes compliance to the 2008 Housing Choice Voucher (“HCV”) Family Self-Sufficiency (FSS) Program Coordinators Grant. This Addendum outlines the steps the Brown County Housing Authority (BCHA) and Integrated Community Services, Inc. (ICS) (herein referred to as the PHA) will take or continue to Affirmatively Further Fair Housing (AFFH), especially in its HCV FSS Program.

The City of Green Bay has updated the City’s Consolidated Annual Performance Review (CAPER) and Analysis of Impediments to Fair Housing Choice and has submitted a copy to the Office of Fair Housing and Equal Opportunity in Milwaukee. Complainants of discrimination can be assured of having access to the Fair Housing Center of Northeast Wisconsin and the Midwest office of the Fair Housing Enforcement Center of HUD.

Signage informing community members of their rights and responsibilities under fair housing laws will be posted at the offices of the PHA.

The following are the methods that Brown County’s HCV and FSS Programs will use to Affirmatively Further Fair Housing:

- 1) **Advertise widely in the community for the coordinator and specialist positions:** When openings occur, the PHA advertises for FSS Coordinator positions in a variety of places including public job banks, internet, technical schools and universities, newspapers, and local diverse groups and businesses. The impact from using these resources is the opportunity to attract diversity to our workforce, which will assist us as we prepare to serve all populations within our community. The PHA maintains records of positions advertised.
  
- 2) **Market the program to all eligible persons, including persons with disabilities and persons with limited English proficiency:** The PHA will continue to market the FSS Program to applicants of the HCV Program who attend HCV briefings. These briefings provide applicants with the general information and requirements of the HCV Program and introduce them to supplemental programs and resources which can assist them in leasing up, maintaining their Voucher, and enhancing their Voucher participation. Some of these material includes:
  - A) The Family Handbook: A Guide to the HCV Program
  - B) Portability Information
  - C) List of landlords who cooperate with the HCV Program
  - D) A Good Place to Live: information on Housing Quality Standards
  - E) Protect your Family from Lead in your Home
  - F) The Family Self-Sufficiency (FSS) Program
  - G) The HCV Homeownership Program

- H) Wisconsin Home Energy Assistance Program
- I) Places to Go brochure, providing information on area services
- J) Brown County United Way's 2-1-1 Resource and Referral hotline
- K) Things you Should Know publication explaining the importance of true, complete and accurate information on assisted housing applications
- L) Are you a Victim of Housing Discrimination and Housing Discrimination Information Form
- M) Fair Housing Center of Northeast Wisconsin brochure

These items are also available upon request, or in the PHA lobby, for program participants and the general public. The majority of these documents are available in Spanish and some in Hmong. Access to these informational resources allows individuals, especially persons with disabilities and persons with limited English proficiency, an opportunity to expedite enrollment in supplemental programs and to receive a wide array of resource assistance. Several PHA staff are bilingual; interpretation and translation services are also available. Invitations to applicants on the HCV waiting list and attendance lists to HCV briefings and for all of the supplemental programs (including FSS) are maintained at the PHA.

- 3) **Make buildings and communications that facilitate applications and service delivery accessible to persons with disabilities:** The offices of the PHA are accessible to persons with disabilities, through the use of wheelchair ramps, elevators and push-button door openers. Reasonable accommodations will also be made for persons with special needs and/or disabling conditions who require an accommodation in order to fully utilize programs and services. Upon request, all written material will be made available in an accessible format that complies with reasonable accommodation mandates. These measures will be provided at the request of the applicant or participant. Records of such accommodations will be maintained in a database detailing how an accommodation was provided, by whom, date, location and the impact of the accommodation.
- 4) **Provide fair housing counseling services or referrals to fair housing agencies:** The HCV Program and its supplemental programs, including the FSS Program, provide information about informal reviews/hearings and brochures, information, and complaint forms about fair housing in program briefing folders. Access to this information is also available in the PHA lobby as well as upon request from program staff. To ensure equal access and availability of resources, alternate options to file for a hearing or make a complaint are also available to program applicants and participants. If an applicant or participant believes that any family member has been discriminated against by the PHA or an owner, the family should advise the PHA. The PHA will make every reasonable attempt to determine whether the applicant's or participant's assertions have merit and take any warranted corrective action. In addition, the PHA will provide the applicant or participant with information about how to file a discrimination complaint. Applicants or participants who believe that they have been subject to unlawful discrimination may notify the PHA either orally or in writing. The PHA will attempt to remedy discrimination complaints made against the PHA. The PHA

will provide a copy of a discrimination complaint form to the complainant and provide them with information on how to complete and submit the form to HUD's Office of Fair Housing and Equal Opportunity (FHEO). The HCV staff will maintain documentation regarding the referral in the applicant's/participant's file.

5) **Inform participants of how to file a fair housing complaint, including providing the toll-free number for the Housing Discrimination Hotline: 1-800-669-9777:** As outlined above, there are many avenues by which applicants and participants of the HCV program and its supplemental programs are informed of how to file a fair housing complaint and/or informal review/hearing. This information includes, among other available options, the toll-free Housing Discrimination Hotline. Records are maintained by the PHA regarding any changes to these procedures and the impact of such changes.

6) **Recruit landlords and service providers in areas that expand housing choice to program participants:**

A) The PHA employs a staff person whose duties include recruitment, retention and education of landlords participating in the HCV Program, with the ultimate goal of expanding rental-housing choices for program applicants and participants.

B) PHA staff regularly attend the monthly meetings of the Northeast Wisconsin Apartment Association to discuss the HCV Program and answer questions from new, prospective and current landlords.

C) The PHA publishes quarterly landlord newsletters containing updates, reminders and other important information for landlords. The newsletter is mailed to landlords currently participating in the HCV Program and is also made available in the PHA lobby and on the PHA website for any prospective landlords.

D) The most effective form of recruitment is word of mouth from other landlords, service providers, prospective tenants, etc. Landlords who are interested in learning more about HCV, FSS or other services available at the PHA are mailed a welcome packet explaining the PHA's services.

E) During HCV briefings and as needed by program staff, applicants and participants are informed of their right to seek and the advantages of seeking housing outside areas of high-poverty concentrations. A map of Brown County is provided to illustrate that HCV assistance can be provided for units throughout Brown County, and not solely within the City of Green Bay.

F) The PHA maintains a list of landlords who cooperate with the HCV Program. This list is provided to applicants during HCV briefings and to participants upon request. The list is also available to the general public in the PHA lobby.

G) Pre-Housing Quality Standards inspections are available to landlords who wish to know in advance of any repairs that might be needed to bring their property in compliance with HQS.

H) The PHA actively promotes project-basing of units to landlords with rental property outside of downtown Green Bay. In specific, surveys are sent to such landlords inquiring of their willingness to consider and learn more about project-

basing some of their units. Personal meetings with prospective landlords subsequently lead to an increased understanding of the benefits of project-basing.

I) The PHA, in conjunction with NeighborWorks Green Bay, provides matching downpayment assistance of up to \$20,000 to qualified HCV homebuyers purchasing homes outside of the City limits of Green Bay.

J) Statistics regarding all the above efforts, including demographic and geographic information on all HCV participants, including homeowners, are maintained and monitored at the PHA offices. An analysis of the impacts of these efforts is conducted periodically.

Through the HCV, FSS and Homeownership Programs, the PHA will continue the above efforts to promote non-discrimination and affirmatively further fair housing. Furthermore, the PHA will continue to seek additional opportunities to promote these rights.