

<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 03/31/2024</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.** The Form HUD-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

<b>A.</b>	<b>PHA Information.</b>														
<b>A.1</b>	<p><b>PHA Name:</b> Housing Authority of New Orleans <b>PHA Code:</b> LA001  <b>PHA Plan for Fiscal Year Beginning:</b> (MM/YYYY): 10/2025  <b>The Five-Year Period of the Plan (i.e., 2019-2023):</b> 2025-2029  <b>Plan Submission Type</b> <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 the 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><b>How the public can access this PHA Plan:</b> HANO's 5-Year Plan is posted on the following platforms • Agency's website at <a href="http://www.hano.org">www.hano.org</a> HANO Facebook page at <a href="https://www.facebook.com/HANOHOUSING">https://www.facebook.com/HANOHOUSING</a> HANO Facebook page at <a href="https://www.twitter.com/HANOHOUSING">https://www.twitter.com/HANOHOUSING</a> • HANO Constant Contact Email Group of Stakeholders • HANO Central Offices: 4100 Touro St. &amp; 2051 Senate St., New Orleans, LA 70122 • Housing Communities: o Bienville Basin – 215 Treme St. &amp; 1201 Bienville St., New Orleans, LA 70112 o City Square – 1501 Saint Louis 70112 o Columbia Parc – 1400 Milton St. &amp; 1401 Caton St., New Orleans, LA 70122 o Faubourg Lafitte – 2200 Lafitte St. &amp; 700 N. Galvez St., New Orleans, LA 70119 o Fischer – 1915 L. B. Landry St., New Orleans, LA 70114 o New Florida – 2521 Independence St., New Orleans, LA 70117 o Guste – 1301 Simon Bolivar Ave., New Orleans, LA 70113 o Harmony Oaks – 3320 Clara St., New Orleans, LA 70115 o Marrero Commons – 3353 Martin Luther King Jr. Blvd., New Orleans, LA 70125 o River Garden – 913 Felicity St. &amp; 530 St. Andrew St., Ste. D, New Orleans, LA 70130 o The Estates – 3450 Desire Pkwy., New Orleans, LA 70126</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below.)</p> <table border="1" data-bbox="162 1213 1534 1276"> <thead> <tr> <th rowspan="2">Participating PHAs</th> <th rowspan="2">PHA Code</th> <th rowspan="2">Program(s) in the Consortia</th> <th rowspan="2">Program(s) not in the Consortia</th> <th colspan="2">No. of Units in Each Program</th> </tr> <tr> <th>PH</th> <th>HCV</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program		PH	HCV						
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		PH	HCV												
<b>B.</b>	<b>Plan Elements. Required for all PHAs completing this form.</b>														
<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><b>The mission of the Housing Authority of New Orleans is to provide affordable housing opportunities for low-income residents of the city of New Orleans, while laying the foundation for economic sustainability.</b></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><b>Please see attached goals for fiscal years October 1, 2025 to September 30, 2030.</b></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><b>Please see attached Progress for goals from 10/1/20 to 9/30/25.</b></p>														

<p><b>B.4</b></p>	<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><b>Please see attached statement of HANO's policies that will enable the agency to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.</b></p>
<p><b>C.</b></p>	<p><b>Other Document and/or Certification Requirements.</b></p>
<p><b>C.1</b></p>	<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><b>HANO is modifying its definition of Substantial deviation but it's statement of Significant Amendment or Modification remains the same. Please see attached.</b></p>
<p><b>C.2</b></p>	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) have comments to the 5-Year PHA Plan?                  Y <input checked="" type="checkbox"/> N <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.  <b>The Resident Advisory Board Meeting will be held on Wednesday, May 21, 2025.</b></p>
<p><b>C.3</b></p>	<p><b>Certification by State or Local Officials.</b></p> <p>Form HUD-50077-SL, <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>
<p><b>C.4</b></p>	<p><b>Required Submission for HUD FO Review.</b></p> <p>(a) Did the public challenge any elements of the Plan?                  Y <input type="checkbox"/> N <input type="checkbox"/></p> <p>(b) If yes, include Challenged Elements.</p> <p><b>All challenged elements will be recorded at the end of the public comment period.</b></p>
<p><b>D.</b></p>	<p><b>Affirmatively Furthering Fair Housing (AFFH).</b></p>
<p><b>D.1</b></p>	<p><b>Affirmatively Furthering Fair Housing. (Non-qualified PHAs are only required to complete this section on the Annual PHA Plan. All qualified PHAs must complete this section.)</b></p> <p><b>Provide a statement of the PHA's strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.</b></p>

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 1.64 hours per year per response or 8.2 hours per response every five years, 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.

**Form identification:** LA001-Housing Authority of New Orleans form HUD-50075-5Y (Form ID - 2848) printed by Jessica Knox in HUD Secure Systems/Public Housing Portal at 04/15/2025 03:07PM EST

**HOUSING AUTHORITY OF NEW ORLEANS FIVE YEAR GOALS & OBJECTIVES**

**OCTOBER 1, 2025 TO SEPTEMBER 30, 2030**

**Goal 1: Develop a strategy for integrating affordable housing into mixed use and mixed income communities.**

Objective 1.1	Plan for redevelopment of scattered sites and other vacant parcels utilizing a neighborhood-centric approach.	
Objective 1.2	Leverage resources with partnerships and diverse funding sources to build new housing and modernize existing housing.	
Objective 1.3	Utilize PBV program as an incentive to recruit partners to develop new affordable housing.	

**Goal 2: Preserve HANO's existing affordable housing**

Objective 2.1	Maintain database of tax credit expirations	
Objective 2.2	Reposition expiring tax credit properties through purchase or recapitalization	
Objective 2.3	Develop evaluation protocols to ensure HANO-owned and 3rd party managed property managers are in compliance with timely repairs and maintenance of units.	
Objective 2.4	Ensure Capital Fund Plan forecasts future needs of HANO owned properties	
Objective 2.5	Consider RAD or Section 18 conversions for underperforming public housing properties	
Objective 2.6	Develop procedures to evaluate the capital fund plan for 3rd Party managed properties to ensure asset maintenance.	

**Goal 3: Create or Leverage Partnerships to better serve our clients**

Objective 3.1	Increase community data, research, and outreach through partnerships with colleges and universities	
Objective 3.2	Increase health services to clients by strengthening partnerships with health services agencies	
Objective 3.3	Increase the number of employed people in assisted households by partnering with business and employment organizations	

**Goal 4: Maintain High-Performer status in the Housing Choice Voucher Program and Public Housing Program**

Objective 4.1	Improve the Agency's performance under the Public Housing Assessment System (PHAS)	
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Objective 4.2	Retool HANO's asset management protocol to drive continuous improvement in all areas of property management	
Objective 4.3	Maintain high performer status under the Section 8 Management Assessment Program (SEMAP)	
Objective 4.4	Ensure ongoing compliance monitoring and tracking of SEMAP and other HCV performance metrics	
<b>Goal 5: Improve HANO's Public Image</b>		
Objective 5.1	Enhance outreach to residents and landlords with a robust online presence and regular meetings	
Objective 5.2	Maintain an internal and external newsletter	
Objective 5.3	Publish an annual report highlighting progress and obstacles	
Objective 5.4	Develop non-paid media promotion through positive feature stories and news releases.	
Objective 5.5	Create an online comment box to solicit feedback on HANO programs and operations	
Objective 5.6	Share information about HANO initiatives through expanded participation in community and industry associations, at local and national levels	
<b>Goal 6: Streamline Business Operations to reduce costs and increase productivity</b>		
Objective 6.1	Convert to an intuitive electronic filing system to reduce paper use and storage	
Objective 6.2	Create a Dashboard to track key metrics across HANO and Third Party Owned Properties.	
Objective 6.3	Utilize electronic and online transmissions and meetings for case management	
Objective 6.4	Ensure that staff participate in trainings to enhance skills and productivity	
Objective 6.5	Upgrade technology to enhance tracking of data, performance, goals, and deliverables.	
<b>Goal 7: Reposition underperforming assets.</b>		
Objective 7.1	Participate in Asset Repositioning training conducted by HUD and other industry	
Objective 7.2	Develop criteria to analyze operational, capital, and financial needs, and to delineate short and long-term approaches for impacted properties.	
Objective 7.3	Implement planned repositioning including Section 18 or RAD conversions with continuous monitoring of property performance	

<b>Goal 8: Upgrade technology to streamline business processes including updating hardware and software.</b>		
Objective 8.1	Expand existing software to provide tenant portal services in areas such as virtual wait list applications, no-contact recertifications, and electronic rent payments	
Objective 8.2	Upgrade laptop docking stations to touch screen or other latest technology that can be readily adapted for telework purposes	
Objective 8.3	Increase use of text blast and robocall technology to electronically send up-to-date notices to all tenants, landlords, and business partners	
Objective 8.4	Utilize document imaging software to convert program documents to an electronic format, ultimately reducing file storage and expediting record retrieval	
<b>Goal 9: Implement sustainable self-sufficiency programs that create economic mobility and generational wealth</b>		
Objective 9.1	Increase homeownership opportunities for HANO clients	
Objective 9.2	Increase client participation in the Family Self-Sufficiency (FSS) Program	
Objective 9.3	Expand opportunities for client employment and/or entrepreneurship including participation in Section 3 programs	
Objective 9.4	Increase attainment of High School Equivalency (HSE; formerly GED) credentials.	
Objective 9.5	Increase the percentage of tenants living in low poverty neighborhoods	
Objective 9.6	Increase self-sufficiency program awareness and participation among clients who are members of vulnerable population groups	
Objective 9.7	Increase the percentage of clients who have two or more years of education beyond K-12	
<b>Goal 10: Improve financial sustainability through conservative investments, cash management, partnerships, and grant opportunities</b>		
Objective 10.1	Research and implement cost savings related to central office space needs and relocation possibilities.	
Objective 10.2	Develop a team of policy/grant writers to seek grants to support all functions of HANO	
Objective 10.3	Continue partnerships with third parties to fund development projects and other Agency initiatives.	
Objective 10.4	Study best practices and implement measures that will further HANO's financial sustainability.	



## **B.3 PROGRESS ON HANO 5 YEAR GOALS**

**October 1, 2020 –September 30, 2025**

**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.**

**Goal 1: Develop a long-term affordable housing expansion and preservation strategy**

- Objective 1.1 Plan for redevelopment of scattered sites and other vacant parcels utilizing a neighborhood-centric approach.
- Objective 1.2 Seek publicly-owned vacant lots within close proximity to develop live, work, and play amenities.
- Objective 1.3 Explore opportunities for self-development by HANO.
- Objective 1.4 Leverage resources to build new housing and modernize existing housing.
- Objective 1.5 Implement sustainability measures to preserve and protect HANO's portfolio.

**Goal 2: Expand HANO's housing portfolio to include rental and homeownership units**

- Objective 2.1 Facilitate development of 1,000+ affordable housing units during the plan period.
- Objective 2.2 Continue growing the Project Based Voucher program as an incentivizing tool for new housing development
- Objective 2.3 Increase the usage of homeownership vouchers to 5% of HCV households
- Objective 2.4 Recruit partners to provide down-payment assistance for homeowners and security deposit assistance for renters
- Objective 2.5 Utilize Federal low income housing tax credits and other financing tools to support affordable housing development
- Objective 2.6 Utilize community land trusts to ensure long-term affordable homes

**Goal 3: Improve customer service using training, technology, and community engagement.**

- Objective 3.1 Reduce transaction times for clients, landlords, and other business partners.
- Objective 3.2 Establish a call center along with defined response times and tracking protocols
- Objective 3.3 Distribute quarterly customer satisfaction surveys to obtain feedback from internal and external custom
- Objective 3.4 Provide ongoing staff training in customer relations and interpersonal skill building

**Goal 4: Maintain High-Performer status in the Housing Choice Voucher Program and Public Housing Program**

- Objective 4.1 Improve the Agency's performance under the Public Housing Assessment System (PHAS)
- Objective 4.2 Retool HANO's asset management protocol to drive continuous improvement in all areas of property management
- Objective 4.3 Maintain high performer status under the Section 8 Management Assessment Program (SEMAP)
- Objective 4.4 Ensure ongoing compliance monitoring and tracking of SEMAP and other HCV performance metrics
- Objective 4.5 Apply to become an MTW agency after achieving high performer status

**Goal 5: Rebrand the Agency to improve HANO's public image**

- Objective 5.1 Develop a rebranding strategy to strengthen HANO's image and foster positive perceptions of the Agency.
- Objective 5.2 Create a new visual identity using social media and other platforms (website, Facebook, Instagram)
- Objective 5.3 Enlist ambassadors and partnerships to help HANO achieve an active and engaging community presence.
- Objective 5.4 Create and maintain a media kit to facilitate communication with press outlets
- Objective 5.5 Share information about HANO initiatives through expanded participation in community and industry associations, at local and national levels

**Goal 6: Streamline business operations to create efficiencies, effectiveness and reduce cost**

- Objective 6.1 Upgrade to an integrated computer system that will encompass both programmatic and financial functionality
- Objective 6.2 Organize a new call center along with standard operating procedures, response times, and tracking protocols
- Objective 6.3 Evaluate and update work processes to improve efficiency and reduce time to complete client and landlord transactions
- Objective 6.4 Foster continuous performance improvement (CPI) by providing training and professional development opportunities to all staff

**Goal 7: Reposition underperforming assets**

- Objective 7.1 Participate in Asset Repositioning training conducted by HUD and other industry organizations.
- Objective 7.2 Develop criteria for identifying and prioritizing underperforming properties and for determining appropriate repositioning strategies
- Objective 7.3 Utilize the newly-developed criteria to analyze operational, capital, and financial needs, and to delineate short and long-term approaches for impacted properties.
- Objective 7.4 Implement planned repositioning with continuous monitoring of property performance

**Goal 8: Upgrade technology to streamline business processes including updating hardware and software**

- Objective 8.1 Expand existing software to provide tenant portal services in areas such as virtual wait list applications, no-contact recertifications, and electronic rent payments
- Objective 8.2 Convert office desktop computers to touch screen laptop docking stations that can be readily adapted for telework purposes
- Objective 8.3 Procure text blast and robocall technology to electronically send up-to-date notices to all tenants, landlords, and business partners
- Objective 8.4 Utilize document imaging software to convert program documents to an electronic format, ultimately reducing file storage and expediting record retrieval

**Goal 9: Implement sustainable self-sufficiency programs that create economic mobility and generational wealth**

- Objective 9.1 Increase homeownership opportunities for HANO clients
- Objective 9.2 Increase client participation in the Family Self-Sufficiency (FSS) Program
- Objective 9.3 Expand opportunities for client employment and/or entrepreneurship including participation in Section 3 programs
- Objective 9.4 Increase attainment of High School Equivalency (HSE; formerly GED) credentials as well as attainment of college level education for all HANO clients
- Objective 9.5 Increase the percentage of tenants living in low poverty neighborhoods
- Objective 9.6 Increase self-sufficiency program awareness and participation among clients who are members of vulnerable population groups

**Goal 10: Improve financial sustainability through conservative investments, cash management, partnerships, and grant opportunities**

- Objective 10.1 Research and implement cost savings related to central office space needs and relocation possibilities.
- Objective 10.2 Develop a team of policy/grant writers to seek grants to support all functions of HANO
- Objective 10.3 Continue partnerships with third parties to fund development projects and other Agency initiatives.
- Objective 10.4 Study best practices and implement measures that will further HANO's financial sustainability.

## B5. HANO PROGRESS PREPORT ON 5 YEAR GOALS

Goal 1: Develop a long-term affordable housing expansion and preservation strategy for HANO’s portfolio.		
HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES		PROGRESS TOWARDS GOALS
<b>Objective 1.1</b>	<b>Plan for redevelopment of scattered sites and other vacant parcels utilizing a neighborhood-centric approach</b>	<p>Redevelopment of the 136 units in the Bywater area was reduced to 82 affordable units. The developer was awarded a 4% LIHTC by the Louisiana Housing Corporation for CDBG Prime 3 in late 2024.</p> <p>Development of multiple vacant scattered sites lots in the West Carrollton and Uptown neighborhoods resulting in 52 units. The developer was awarded an Affordable Housing Program award by FHLB Dallas in 2024 with development of units slated for completion in 2026.</p>
<b>Objective 1.2</b>	<b>Seek publicly-owned vacant lots within close proximity to develop live, work, and play amenities.</b>	<p>Winn – Dixie II is a mixed- income, multifamily building with 45 apartments that are close to transit, the central business district, and the Lafitte Greenway. Development is slated for completion in 2026.</p>
<b>Objective 1.3</b>	<b>Explore opportunities for self-development by HANO.</b>	<p>In the current economic climate, HANO continues to explore self-development opportunities for either rental or homeownership. Staff completed a Scattered Site Development and Acquisition Strategy in 2023.</p>
<b>Objective 1.4</b>	<b>Leverage resources to build new housing and modernize existing housing.</b>	<ul style="list-style-type: none"> <li>• HANO has leveraged its project-based vouchers (PBV) to develop new housing. As part of the CNI redevelopment, 469 PBV units have been constructed in Tremé. An additional 23 PBV units are planned for Winn-Dixie Phase II and another 40 PBV units at Faubourg Lafitte, both of which are within the CNI boundaries.</li> <li>• In the Bywater and Carrollton neighborhoods, 34 and 77 PBV vouchers are planned for new construction, respectively.</li> </ul>
<b>Objective 1.5</b>	<b>Implement sustainability measures to preserve and protect HANO’s portfolio</b>	<p>HANO has increased the term of PBV contracts in accordance with HOTMA regulations that allows PBV contracts to increase from 20 years to 25 years.</p> <p>HANO has also recently taken over ownership of the Estates to ensure sustained affordability and plan to seek a RAD conversion.</p>



**Goal 2: Expand HANO’s affordable housing portfolio to include rental and homeownership units.**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 2.1</b>	<b>Facilitate development of 1,000+ affordable housing units during the plan period.</b>	HANO is on target to develop or acquire 1,000 affordable housing units between 2021 and 2026. HANO expects to develop or acquire 364 units by 2026, including 45 rental units for Winn-Dixie Phase II, 52 rental units in the Carrollton neighborhood, 51 rental units at Faubourg Lafitte, 103 Senior in the Hoffman triangle, 82 in Bywater, and an acquisition of 31 units in the Lower Garden District. HANO expects to create affordable homeownership opportunities through self-development and/or development with third-party partners.
<b>Objective 2.2</b>	<b>Continue growing the Project Based Voucher program as an incentivizing tool for new housing development</b>	HANO is steadily increasing the use of project-based vouchers. The agency has 927 PBV commitments to enter into a HAP contract. The agency plans to release a Request for Proposal for additional PBV projects in the fourth quarter of 2025 or the first quarter of 2026.
<b>Objective 2.3</b>	<b>Increase the usage of homeownership vouchers to 5% of HCV households</b>	HANO has provided 562 homeownership vouchers which is 3% of HANO's 18,280 HCV allocated vouchers, an increase from the last fiscal year. HANO is working to increase usage to 5%.
<b>Objective 2.4</b>	<b>Recruit partners to provide down-payment assistance for homeowners and security deposit assistance for renters</b>	HANO has partnered with the City of New Orleans to provide down payment and closing costs subsidies to HANO assisted first- time homebuyers.
<b>Objective 2.5</b>	<b>Utilize Federal low-income housing tax credits and other financing tools to support affordable housing development</b>	HANO's third-party development partners have secured low- income housing tax credits (LIHTC) for the development of affordable housing. A total of 76 new units were completed at City Square 162. Another 45 units will be developed under Winn-Dixie Phase 2, which received an allocation of 9% tax 2023 credits. A total of 22 units will be developed as part of 2256 Baronne Street, using 4% tax credits. .
<b>Objective 2.6</b>	<b>Utilize community land trusts to ensure long-term affordable homes</b>	HANO is considering the development of affordable housing in partnership with third party developers and community land trust organizations.

**Goal 3: Improve customer service using training, technology, and community engagement.**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 3.1</b>	<b>Reduce transaction times for clients, landlords, and other business partners</b>	HANO has deployed a cutting-edge website that facilitates intuitive and efficient navigation. Electronic forms have been widely adopted, minimizing the need for manual paperwork and accelerating data entry. Furthermore, a significant investment has been made in the implementation of an Electronic Document Management System, enhancing document organization, retrieval, and sharing capabilities.
<b>Objective 3.2</b>	<b>Establish a call center along with defined response times and tracking protocols</b>	HANO established a call center in March 2021 that is fully operational with staff who are trained to answer questions and track responses.
<b>Objective 3.3</b>	<b>Distribute quarterly customer satisfaction surveys to obtain feedback from internal and external customers</b>	HANO has converted to an online customer satisfaction survey which is housed in the HCV department and allows tenants to select their level of satisfaction. Surveys are also conducted on a random basis via our call center.
<b>Objective 3.4</b>	<b>Provide ongoing staff training in customer relations and interpersonal skill building</b>	All call center staff were trained on customer relations, fair housing, and HCV program details such as the Administrative Plan and Emphasys software.

**Goal 4: Maintain High-Performer status in the Housing Choice Voucher Program and Public Housing Program**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 4.1</b>	<b>Improve the Agency’s performance under the Public Housing Assessment System (PHAS)</b>	HANO latest composite score of 70 was in 2022 which places the agency as an a Substandard Performer in the Public Housing Program. HANO anticipates that the score for 2025 will increase significantly. This will be accomplished by addressing Key Performance Indicators (1) Occupancy (2)Physical site scores (NSPIRE) and (3) Tennant Accounts receivables, TAR’s
<b>Objective 4.2</b>	<b>Retool HANO’s asset management protocol to drive continuous improvement in all areas of property management</b>	HANO is in the process of retooling its asset management protocol to ensure that property managers focus on the day-to-day operations of rental properties while asset managers focus on the financial integrity and administrative viability of not only developments managed by HANO but those managed by third parties as well. This will be accomplished by ensuring the department is adequately staffed to monitor Performance Indicators. HANO will increase from one to a total of 3 Senior Asset Managers.
<b>Objective 4.3</b>	<b>Maintain high performer status under the Section 8 Management Assessment Program (SEMAP)</b>	HANO is currently a high performer under HUD’s SEMAP assessment system. Under the latest assessment for FY 2024, HANO still has room for improvement in the Family Self-Sufficiency (FSS) category & QC inspections. The agency has increased from one fulltime FSS Housing Specialist to four and has contracted with a third party to perform inspections.
<b>Objective 4.4</b>	<b>Ensure ongoing compliance monitoring and tracking of SEMAP and other HCV performance metrics</b>	Files are audited monthly for compliance monitoring and tracking of SEMAP indicators as well as other HCV metrics.
<b>Objective 4.5</b>	<b>Apply to become an MTW agency after achieving high performer status</b>	HANO is working to achieve High Performer status in its public housing program to ensure readiness if the MTW program is offered again.

**Goal 5: Rebrand the Agency to improve HANO’s public image.**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 5.1</b>	<b>Develop a rebranding strategy to strengthen HANO’s image and foster positive perceptions of the Agency.</b>	HANO has decided to enhance its existing brand through building public relations with stakeholders. HANO has completed a total rebrand of its website that is more user-friendly for stakeholders. It is also sharing information on social media platforms, adding Youtube as a means of developing relations.
<b>Objective 5.2</b>	<b>Create a new visual identity using social media and other platforms (website, Facebook, Instagram)</b>	HANO is currently utilizing Facebook, Twitter, Instagram, Linked In and You Tube as social media platforms to provide updates, notices, features and activity information. HANO has increased its followers and likes by 60% since May 2024. A new website has been completed and is being utilized.
<b>Objective 5.3</b>	<b>Enlist ambassadors and partnerships to help HANO achieve an active and engaging community presence.</b>	HANO’s Communications and Client Services departments act as HANO ambassadors. They attend and create various neighborhood events and activities throughout the city to promote HANO. They have also formed a strong partnership with both Chambers of Commerce to help promote HANO and reach a broader audience. HANO also continues to work with the Mayor’s Office of Neighborhood Engagement and all City Council representatives.
<b>Objective 5.4</b>	<b>Create and maintain a media kit to facilitate communication with press outlets</b>	HANO developed a digital agency fact sheet as well as posted information on HANO's Board of Commissioners, our Executive Director and Executive Staff all on our external website, which is all accessible to media. The digital agency fact sheet and press kits are customized to each event hosted by the agency. The video was completed and is shown at conferences, dignitary visits etc. Regular press releases and a digital newsletter to the media are also being sent on a consistent basis highlighting HANO achievements and progress on various projects.
<b>Objective 5.5</b>	<b>Share information about HANO initiatives through expanded participation in community and industry associations, at local and national levels</b>	<ul style="list-style-type: none"> <li>• Initiatives were shared during the City’s Community Clean Up event and during community meetings hosted by the Mayor's Office of Neighborhood Engagement.</li> <li>• Materials are also shared at the New Orleans Public Libraries during the City’s Community Office Hours</li> <li>• HANO's Police Department has also shared information on HANO's initiatives through its participation in the City’s Neighborhood Leaders’ Roundtable discussion on public safety.</li> </ul>

**Goal 6: Streamline Business Operations to create efficiencies, effectiveness and reduce cost.**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 6.1</b>	<b>Upgrade to an integrated computer system that will encompass both programmatic and financial functionality</b>	HANO has launched a new procurement system with Emphasys Procureit and is utilizing Emphasys Elite’s financial system that encompasses both programmatic and financial functionality with implementation planned in 2026.
<b>Objective 6.2</b>	<b>Organize a new call center along with standard operating procedures, response times, and tracking protocols</b>	HANO developed a call center that was well versed in HCV procedures. HANO uses Cysco protocols to track response time, hold time, and the length of conversations. The number of calls received by each operator are also tracked and their pickup rate. HANO is exploring additional technological tools to enhance tracking and quality control of calls.
<b>Objective 6.3</b>	<b>Evaluate and update work processes to improve efficiency and reduce time to complete client and landlord transactions</b>	After an evaluation and due to the COVID-19 pandemic, HANO began allowing email correspondence, and Docusign documents to transact business which is in addition to in-person and mailed correspondence.
<b>Objective 6.4</b>	<b>Foster continuous performance improvement (CPI) by providing training and professional development opportunities to all staff</b>	HANO employees are provided with access to a comprehensive Learning Management System (LMS) that consist of an extensive library of professional development trainings. The trainings provide an enhancement to staffs’ knowledge, skills, and abilities in many facets of professional development. HANO also had certification training for Housing specialist, drone certification, and project management.

**Goal 7: Reposition underperforming assets.**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 7.1</b>	<b>Participate in Asset Repositioning training conducted by HUD and other industry organizations.</b>	Staff will participate in Asset Repositioning Training and plans to continue this type of training in 2025-2026.
<b>Objective 7.2</b>	<b>Develop criteria for identifying and prioritizing underperforming properties and for determining appropriate repositioning strategies</b>	HANO IS currently working on a performance improvement strategy for sites that it has self-developed as well as those constructed in partnership with third-party developers.
<b>Objective 7.3</b>	<b>Utilize the newly developed criteria to analyze operational, capital, and financial needs, and to delineate short and long-term approaches for impacted properties.</b>	HANO continues to analyze operational costs at self-developed properties as well as properties developed by third-party partners to delineate short and long-term approaches to address the individual needs of each site. HANO will develop a metric to determine the need for an asset to be repositioned and apply the metric for sites that may need repositioning.
<b>Objective 7.4</b>	<b>Implement planned repositioning with continuous monitoring of property performance</b>	HANO has begun analyzing operational costs at its self-developed properties as well as properties developed by third-party partners to delineate short and long-term approaches to address the individual needs of each site.

**Goal 8: Upgrade technology to streamline business processes including updating hardware and software.**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 8.1</b>	<b>Expand existing software to provide tenant portal services in areas such as virtual wait list applications, no-contact certifications, and electronic rent payments</b>	HANO has implemented an applicant portal that allows a virtual wait list. HANO has begun implementation of Electronic Document Management.
<b>Objective 8.2</b>	<b>Convert office desktop computers to laptop docking stations that can be readily adapted for telework purposes</b>	All staff have been converted from desktops to either laptops or laptops and docking stations. Windows 10 to 11 migration is underway.
<b>Objective 8.3</b>	<b>Procure text blast and/or robocall technology to electronically send up-to-date notices to all tenants, landlords, and business partners</b>	HANO procured and implemented text blast technology to electronically send notices.
<b>Objective 8.4</b>	<b>Utilize document imaging software to convert program documents to an electronic format, ultimately reducing file storage and expediting record retrieval</b>	HANO has begun implementation of Electronic Document Management. HANO has retained the services of a project manager, contracted a vendor to implement a LaserFiche migration, contracted document scanning services.

**Goal 9: Implement sustainable self-sufficiency programs that create economic mobility and generational wealth**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 9.1</b>	<b>Increase homeownership opportunities for HANO clients</b>	HANO has placed homeownership applications online at hano.org which will increase inquiries. A dedicated homeownership counselor responds to applicants and assist them with navigating the homeownership process.
<b>Objective 9.2</b>	<b>Increase client participation in the Family Self-Sufficiency (FSS) Program</b>	HANO applied and was awarded a grant to increase from two FSS coordinators to three coordinators with one coordinator funded by HANO. These four coordinators will work to recruit additional clients for the FSS program.
<b>Objective 9.3</b>	<b>Expand opportunities for client employment and/or entrepreneurship including participation in Section 3 programs</b>	HANO continues to identify construction projects and job opportunities for Section 3 workers to participate.
<b>Objective 9.4</b>	<b>Increase attainment of High School Equivalency (HSE; formerly GED) credentials as well as attainment of college level education for all HANO clients</b>	HANO has partnered with the Adult Education Program at Delgado Community College, and TCA to provide education services to HANO clients. Virtual classes are also available. HANO also maintains a scholarship program for traditional and non-traditional (returning) students who are residents. HANO also sponsors bi-annual college tours for Juniors and/or Seniors.
<b>Objective 9.5</b>	<b>Increase the percentage of tenants living in low poverty neighborhoods</b>	<ul style="list-style-type: none"> <li>• HANO has established exception payment standards based on the established Small Area Fair Market Rents (SAFMRs) for eight zip codes within HANO’s jurisdiction to encourage better access to low poverty areas.</li> <li>• HANO received HUD’s Mobility Demonstration Program grant. The program is funded at 3.9 million and is designed to increase the percentage of tenants living in low poverty areas. The program has commenced, and families are actively enrolling as part of the Community Choice Demonstration’s pilot.</li> </ul>



<b>Objective 9.6</b>	<b>Increase self-sufficiency program awareness and participation among clients who are members of vulnerable population groups</b>	HANO applied and was awarded a grant to increase from two FSS coordinators to four coordinators. This will meet the demand of our FSS program participants. Having four coordinators will also enable HANO to develop specific procedures targeting self-sufficiency of vulnerable populations including disabled individuals and formerly incarcerated individuals.
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**Goal 10: Improve financial sustainability through conservative investments, cash management, partnerships, and grant opportunities**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 10.1</b>	<b>Research and implement cost savings related to central office space needs and relocation possibilities.</b>	The current Central office Cost Center (COCC) is beyond its useful life. Outdated systems, HVAC and Plumbing, have caused financial burdens that were not budgeted. Due to unused office space, antiquated site systems, it is the recommendation to relocate all departments out of the current COCC.
<b>Objective 10.2</b>	<b>Develop a team of policy/grant writers to seek grants to support all functions of HANO</b>	HANO has sought more grants utilizing a team approach in the last fiscal year than in the previous five years. HANO has applied and received the FSS grant, ROSS grant, the CNI supplemental grant, the Choice Demonstration Grant, the Primetime Reading grant, and a Choice Neighborhood Planning grant.
<b>Objective 10.3</b>	<b>Continue partnerships with third parties to fund development projects and other Agency initiatives.</b>	HANO partnered with the City of New Orleans, the Louisiana Housing Corporation and the City Planning Commission to host a Developer Symposium to educate developers on each agency's affordable housing programs and processes. HANO intends to host more informational and listening sessions with developers as well as other City and State agencies to implement industry best practices for future affordable projects.
<b>Objective 10.4</b>	<b>Study best practices and implement measures that will further HANO's financial sustainability.</b>	HANO is studying best practices as a part of developing asset repositioning strategies.

## ELIGIBILITY APPENDIX: VIOLENCE AGAINST WOMEN ACT PROTECTIONS

### Violence Against Women Reauthorization Act of 2013

The definitions applicable to VAWA 2013 are the following:

**DOMESTIC VIOLENCE:** The term domestic violence includes felony or misdemeanor crimes of violence committed by an affiliated individual under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.

**DATING VIOLENCE:** The term dating violence means violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim; and where the existence of such a relationship shall be determined based on a consideration of the following factors:

- The length of the relationship;
- The type of relationship; and
- The frequency of interaction between the persons involved in the relationship.

**SEXUAL ASSAULT:** Means, any nonconsensual sexual act proscribed by Federal, tribal, or State law, including when the victim lacks capacity to consent.

**STALKING:** Means:

- To follow, pursue, or repeatedly commit acts with the intent to kill, injure, harass, or intimidate; or
- To place under surveillance with the intent to kill, injure, harass, or intimidate another person; and
- In the course of, or as a result of, such following, pursuit, surveillance, or repeatedly committed acts, to place a person in reasonable fear of the death of, or serious bodily injury to, or to cause substantial emotional harm to:
  1. That person;
  2. A member of the immediate family of that person; or
  3. The spouse or intimate partner of that person.

**AFFILIATED INDIVIDUAL:** Means, with respect to a person:

1. A spouse;
2. Parent;
3. Brother or sister;
4. Child of that person;
5. Individual to whom that person stands in the position or place of a parent or guardian; or
6. Any individual, tenant, or lawful occupant living in that person's household.

**SATISFACTORY IMMIGRATION STATUS:** Means, an immigration status which does not make the individual ineligible for financial assistance.

**VAWA SELF-PETITIONER:** Means, a person who claims to be a victim of "battery or extreme cruelty."

**PROHIBITION AGAINST DENIAL OR TERMINATION OF ASSISTANCE TO VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE AND STALKING.**

Applicants who otherwise qualify for assistance or admission will not be denied admission on the basis that the applicant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. VAWA 2013 does not limit HANO's authority to deny assistance to an individual or family that is not otherwise qualified or eligible for assistance.

Criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking, engaged in by an affiliated individual will not be the basis for termination of assistance, tenancy, or occupancy rights if the tenant or an immediate member of the tenant's family is the victim or threatened victim of that domestic violence, dating violence, sexual assault or stalking.

Incidents of actual or threatened domestic violence, dating violence, sexual assault, or stalking will not be construed either as serious or repeated violations of the lease by the victim of such violence or as good cause for terminating the tenancy or occupancy rights of the victim of such violence.

Notwithstanding the foregoing, HANO may exercise its authority to terminate occupancy rights, or terminate assistance to any individual who is a tenant or lawful occupant and who engages in criminal acts of physical violence against family members or others, without evicting, removing, terminating assistance to, or otherwise penalizing the victim of such violence who is also a tenant or lawful occupant. Further, HANO retains its authority to terminate the tenancy of any tenant if HANO concludes that there is an actual and imminent threat to other tenants or those employed at or providing service to the property if that tenant is not terminated from assistance. VAWA 2013 does not limit HANO's authority to deny or terminate assistance to an individual or family that is not otherwise qualified or eligible for assistance.

**HANO CONFIDENTIALITY REQUIREMENTS – VAWA 2013**

All information provided to HANO regarding domestic violence, dating violence, sexual assault, or stalking, including the fact that an individual is a victim of such violence or stalking, must be retained in confidence and may neither be entered into any shared database nor provided to any related entity, except to the extent that the disclosure is:

- Requested or consented to by the individual in writing;
- Required for use in an eviction or termination proceeding; or
- Otherwise required by applicable law.

If disclosure is required for use in an eviction proceeding or is otherwise required by applicable law, HANO will inform the victim before disclosure occurs so that safety risks can be identified and addressed.

**NOTIFICATION TO APPLICANTS AND TENANTS REGARDING PROTECTIONS UNDER VAWA 2013**

HANO will provide applicants and tenants with the notifications described in this section of their protections and rights under VAWA.

HANO will include in all notices of denial a statement explaining the protection against denial provided by VAWA.

HANO will include in all lease termination notices a statement explaining the protection against termination provided by VAWA.

HANO acknowledges that a victim of domestic violence, dating violence, sexual assault, or stalking may have an unfavorable history (i.e., a poor credit history, non-payment of rent, a record of previous damage to an apartment/Public Housing unit, a prior/current arrest record) that would warrant denial or termination under HANO's policies. Therefore, if HANO makes a determination to deny admission to an applicant family or terminate assistance to a resident family, HANO will include in its notice of denial/termination:

- A statement of the protection against denial provided by VAWA 2013;

- A description of HANO confidentiality requirements; and
- A request that an applicant/head of household wishing to claim this protection submit to HANO documentation meeting the specifications outlined in this Administrative Plan with a request for an informal review or hearing, whichever is applicable.

#### **VICTIM DOCUMENTATION – DENIALS AND TERMINATIONS**

An applicant claiming that the cause of an unfavorable history is that a member of the applicant family is or has been a victim of domestic violence, dating violence, sexual assault, or stalking must provide the following documentation:

- Demonstrating the connection between the abuse and the unfavorable history; and
- Naming the perpetrator of the abuse on the HUD 50066 only if the name of the perpetrator is safe to provide and is known to the victim.

When a family is facing assistance termination because of the actions of an affiliated individual and a participant or immediate family member of the tenant’s family claims that she or he is the victim of such actions and that the actions are related to domestic violence, dating violence, sexual assault, or stalking, HANO will require the individual to submit documentation affirming that claim including one of three methods for certification of a claim:

- A completed HUD form 50066; and/or
- A Federal, State, tribal or territorial or local police or court record; and/or
- Documentation signed and attested to by a medical professional from whom the victim has sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse, in which the professional attests under penalty of perjury to the professional’s belief that the incident or incidents in question are bona fide incidents of abuse, and the victim of domestic violence, sexual assault, or stalking has signed or attested to the documentation.

Individuals or families claiming that they are a victim of domestic violence, dating violence, sexual assault, or stalking may obtain a HUD form 50066 from designated HANO locations.

#### **TIME FRAME FOR SUBMITTING DOCUMENTATION**

##### **APPLICANT**

The applicant must submit the required documentation with her or his request for an informal review within fourteen (14) business days of HANO’s notification of denial of admission or must request an extension in writing at that time. If the applicant so requests, HANO will grant an extension of fourteen (14) business days, and will postpone scheduling the applicant’s informal review until after it has received the documentation or the extension period has elapsed. If after reviewing the documentation provided by the applicant HANO determines that the family is eligible for assistance, no informal review will be scheduled and HANO will proceed with admission of the applicant family.

##### **TENANT**

The tenant must submit the required certification and supporting documentation to HANO within 14 business days after HANO issues the Notice of Termination. The 14-day deadline may be extended at HANO’s discretion. If the individual does not provide the required certification and supporting documentation within 14 business days, or within the approved extension period, HANO may proceed with denial or termination of assistance.

If HANO can demonstrate an actual and imminent threat to other tenants or those employed at or providing service to the property if the participant’s tenancy is not terminated, HANO will bypass the standard process and proceed with the immediate termination of the family’s assistance.

#### **PERPETRATOR DOCUMENTATION**

If the perpetrator of the abuse is an affiliated individual, the applicant/Head of Household must provide additional documentation consisting of one of the following:

- (i). A signed statement requesting that the perpetrator be removed from the application or household and certifying that the perpetrator will not be permitted to visit or to stay as a guest in the assisted unit; or
- (ii). Documentation that the perpetrator has successfully completed, or is successfully undergoing, rehabilitation or treatment. The documentation must be signed by an employee or agent of a domestic violence service provider or by a medical or other knowledgeable professional from whom the perpetrator has sought or is receiving assistance in addressing the abuse. The signer must attest under penalty of perjury to his or her belief that the rehabilitation was successfully completed or is progressing successfully. The victim and perpetrator must also sign or attest to the documentation.

Perpetrator documentation must be submitted to HANO within the same timeframe as victim documentation.

#### **TERMINATING TENANCY OF A DOMESTIC VIOLENCE OFFENDER**

This section does not provide protection for perpetrators of domestic violence, dating violence, sexual assault, or stalking. HANO may terminate assistance to any individual who is a tenant or lawful occupant and who engages in criminal acts of physical violence against family members or others without terminating assistance to, or otherwise penalizing the victim of such violence who is also a tenant or lawful occupant. This authority supersedes any local, State, or other Federal law to the contrary. However, if HANO chooses to exercise this authority, HANO will follow any procedures prescribed by HUD or by applicable local, State, or Federal law regarding termination of assistance.

When the actions of a participant or other family member result in a decision to terminate the family's assistance and another family member claims that the actions involve criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking against an affiliated individual or other individual, HANO will request that the victim submit the required certification and supporting documentation in accordance with the stated timeframe. If the certification and supporting documentation are submitted within the required timeframe, or any approved extension period, HANO will terminate the offender's assistance. If the victim does not provide the certification and supporting documentation, as required, HANO will proceed with termination of the family's assistance.

If HANO can demonstrate an actual and imminent threat to other tenants or those employed at or providing service to the property if the participant's tenancy is not terminated, HANO will bypass the standard process and proceed with the immediate termination of the family's assistance.

#### **TRANSFERS AND PORTABILITY UNDER VAWA**

In its reasonable discretion, HANO may provide a Voucher and allow a family to move in violation of its lease if the family has complied with all other obligations of the Voucher program and has moved out of the assisted unit in order to protect the health or safety of an individual who is or has been the victim of domestic violence, dating violence, sexual assault, or stalking and who reasonably believes that he or she is imminently threatened by harm from further violence if he or she remains in the assisted unit.

## **DEFINITION OF “SUBSTANTIAL DEVIATION” AND “SIGNIFICANT AMENDMENT OR MODIFICATION”**

In accordance with HUD regulations in 24 CFR 903.7 (r) and 24 CFR 905.3, HANO has defined below the basic criteria that will be used for determining: (i) substantial deviation from its 5-Year Plan; (ii) significant amendment or modification to the 5-Year and Annual PHA Plans; and (iii) significant amendment or modification to the Capital Fund Program (CFP) 5-Year Action Plan. Prior to implementing changes that meet such criteria, HANO will submit for HUD’s approval, a revised Plan(s) that meets full public process requirements including Resident Advisory Board review and consultation.

HANO’s criteria, as defined below, is applicable to all CFP components including: Capital Fund grants; Replacement Housing Factor (RHF) grants; Disaster Grants; Capital Fund Financing Program (CFFP) allocations; as well as any new or future formula components such as Demolition and Disposition Transitional Funding (DDTF).

### **(i) Criteria for defining “Substantial Deviation” from the 5-Year Plan:**

- A major change in the direction of HANO pertaining to its mission and goals would constitute a “substantial deviation” from the Agency’s 5-Year Plan.
- Examples include the undertaking of new program activities, development strategies, or financing initiatives that do not otherwise further HANO’s stated mission and goals as articulated in the 5-Year Plan.
- The decision to convert to either Project Based Rental Assistance or Project Based Voucher Assistance;
- Changes to the Capital Fund Budget produced as a result of each approved RAD Conversion, regardless of whether the proposed conversion will include use of additional Capital Funds;
- Changes to the construction and rehabilitation plan for each approved RAD conversion; and
- Changes to the ownership or financing structure for each approved RAD conversion.

### **(ii) Criteria for defining “Significant Amendment or Modification” to the 5-Year and Annual PHA Plans:**

- Changes to rent, admission policies, or organization of the waiting list(s) in the Public Housing Program that will impact more than 10% of applicants and/or households assisted under the Program.
- Changes to rent, admission policies, or organization of the waiting list(s) in the Housing Choice Voucher Program that will impact more than 10% of applicants and/or households assisted under the Program.
- Substantial changes to demolition, disposition, designated housing, homeownership, or conversion activities identified in the current HUD-approved Annual or 5-Year Plans.

### **(iii) Criteria for defining “Significant Amendment or Modification” to the Capital Fund Program (CFP) 5-Year Action Plan:**

- Proposed demolition, disposition, homeownership, Capital Fund financing, development, or mixed-finance proposals will be considered significant amendments to the CFP 5-Year Action Plan.

- Additions of non-emergency work items not included in the current CFP Annual Statement or CFP 5-Year Action Plan that exceed \$3 million.

**(iv) Exceptions:**

- Changes under the above definitions that are required due to HUD regulations, federal statutes, state or local laws/ordinances, or as a result of a declared national or local emergency will not be considered substantial deviation or significant amendment/modification.



## **C. Other Documents and Certifications**

### **C.1 Resident Advisory Board (RAB) Comments** **Plan Consultation Meeting – May 21, 2025**



<p><b>Certification by State or Local Official of PHA Plans Consistency with the Consolidated Plan or State Consolidated Plan (All PHAs)</b></p>	<p><b>U.S. Department of Housing and Urban Development</b> Office of Public and Indian Housing OMB No. 2577-0226 <b>Expires 03/31/2024</b></p>
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**Certification by State or Local Official of PHA Plans Consistency with the Consolidated Plan or State Consolidated Plan**

I, Tyra J. Brown, the Director, Housing & Commu certify that the 5-Year PHA Plan for fiscal years 2025-2029 and/or Annual PHA Plan for fiscal year 2025 of the LA001 - Housing Authority of New Orleans is consistent with the Consolidated Plan or State Consolidated Plan including the Analysis of Impediments (AI) to Fair Housing Choice or Assessment of Fair Housing (AFH) as applicable to the New Orleans pursuant to 24 CFR Part 91 and 24 CFR § 903.15.

Provide a description of how the PHA Plan's contents are consistent with the Consolidated Plan or State Consolidated Plan.

The PHA 5-Year and Annual Plans are consistent with the Consolidated Plan through a combined focus on providing affordable housing and fostering community development in the City of New Orleans. Guided by mutual goals, these initiatives work together in addressing the housing and supportive services needs of low income residents throughout the community.

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official:	<b>Tyra J. Brown</b>	Title:	<b>Director, Housing &amp; Commu</b>
Signature:	Date:		

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. This information is collected to ensure consistency with the consolidated plan or state consolidated plan.

Public reporting burden for this information collection is estimated to average 0.16 hours per year 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.

**Form identification:** *LA001-Housing Authority of New Orleans form HUD-50077-SL (Form ID - 3671) printed by Jessica Knox in HUD Secure Systems/Public Housing Portal at 04/15/2025 11:48AM EST*



<b>C.4</b>	<b>Challenged Elements.</b> If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.
	<p>(a) Did the public challenge any elements of the Plan?</p> <p>Y    N <input checked="" type="checkbox"/>    <input type="checkbox"/></p> <p>If yes, include Challenged Elements.</p>

D.	<b>Affirmatively Furthering Fair Housing (AFFH).</b>
D.1	<p>Affirmatively Furthering Fair Housing (AFFH).</p> <p>Provide a statement of the PHA's strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.</p> <hr/> <p><b>Fair Housing Goal: Goal 1: Lower barriers to expanded affordable housing in high opportunity areas through inclusive strategies.</b></p> <p><u>Describe fair housing strategies and actions to achieve the goal</u></p> <p>Strategy 1.1 Reserve publicly owned land in high-opportunity neighborhoods for affordable housing. Strategy 1.2 Prioritize public subsidy for development in high-opportunity neighborhoods. Strategy 1.3 Implement administrative streamlining policies in accordance with HUD regulations to increase landlord participation and HCV tenant mobility. Strategy 1.4 Provide rental registry landlords with information on how to become an HCV landlord to expand program participation in coordination with the City's rental registry timeline. Strategy 1.5 Prioritize the award of Project Based Vouchers for developments in high- opportunity neighborhoods. Strategy 1.6 Study the implications of Small Area Fair Market Rents and other potential Section 8 mobility strategies.</p> <hr/> <p><b>Fair Housing Goal: Goal 2: Reduce housing segregation and discrimination by aggressively conducting fair housing education and enforcement activities, in coordination and with fair housing organizations.</b></p> <p><u>Describe fair housing strategies and actions to achieve the goal</u></p> <p>Strategy 2.1 Provide monetary support for local fair housing groups' education and/or enforcement programs and/or other forms of support (letters, endorsements, etc.) for local fair housing groups' fundraising efforts. Strategy 2.2 Expand fair housing outreach, education, and training for youth and other targeted populations through collaboration with NORD-C, Office of Neighborhood Engagement, One Stop Shop, and HANO. Strategy 2.3 Increase awareness about fair housing issues, resources, and equitable outcomes through enhanced media outreach especially during Fair Housing Month each year. Strategy 2.4 Launch a public awareness campaign to create broad based support for fair housing efforts by 2019. Strategy 2.5 Expand the capacity of public call centers, and HCV Case workers, public agency front desk personnel including and 311 operators to provide information on resources to address.</p> <hr/> <p><b>Fair Housing Goal: Goal 3: Ensure that internal policies &amp; practices advance access &amp; mobility for groups with significant challenges in accessing safe &amp; affordable housing</b></p> <p><u>Describe fair housing strategies and actions to achieve the goal</u></p> <p>Strategy 3.1 Create a public awareness campaign to ensure the majority of Section 8 voucher holders are aware that they can use their vouchers to become homeowner. Strategy 3.2 Increase engagement among individuals who have significant challenges in accessing safe and affordable housing. Strategy 3.3 Review HANO's reasonable accommodation process for HCVP and public housing tenants. Strategy 3.4 Ensure that all new HANO constructed units are built according to Section 504 accessibility standards. Strategy 3.5 Prioritize resources to develop permanent supportive housing for persons experiencing homelessness. Strategy 3.6 Implement HANO criminal background policy to integrate formerly incarcerated individuals back into the community. Strategy 3.7 Provide juvenile reentry services to youth to reduce barriers to future employment, education, or housing opportunities Strategy 3.8 Ensure fair housing and other housing resource materials are available in languages other than English. Strategy 3.9 Identify and utilize existing bilingual and/or hire and train bi-lingual staff at public agencies. Strategy 3.10 Revise HANO's Limited English Proficiency Policy.</p> <hr/> <p><b>Fair Housing Goal: Goal 4: Prioritize public investments in transit, quality schools, housing, parks, and other amenities in underserved communities.</b></p> <p><u>Describe fair housing strategies and actions to achieve the goal</u></p> <p>Strategy 4.1 Support development of 200+ affordable rentals in underserved communities. Strategy 4.2 Support</p>

development of affordable single family homes in underserved areas to support deconcentration of racial and ethnic concentrated areas of poverty. Strategy 4.3 Develop new commercial sites in concentrated areas of poverty and at public housing sites to provide access to jobs, fresh food, and other quality of life amenities.

**Fair Housing Goal: Goal 5: Expand efforts in creating equitable healthy housing that recognizes the direct connections between healthy housing and quality of life.**

Describe fair housing strategies and actions to achieve the goal

Strategy 5.1 Develop smoke free policies in accordance with HUD final rule when promulgated. Strategy 5.2 Conduct ongoing HQS inspections of all properties under Section 8 contracts and institute a system with the City to exempt Section 8 landlords from duplicative inspections in anticipation of the passage of a citywide Rental Registry. Strategy 5.3 Continue to implement housing health and safety standards for rehabilitation and development of publicly supported housing. Strategy 5.4 Develop and implement a strategic plan to address environmental hazards including lead, mold, toxic waste.

**Fair Housing Goal: Goal 6: Stabilize neighborhoods vulnerable to gentrification by preserving existing ownership and affordable rental housing and developing affordable homeownership and rental housing.**

Describe fair housing strategies and actions to achieve the goal

Strategy 6.1 Develop 400+ affordable rental units in gentrifying neighborhood of Tremé Strategy 6.2 Utilize HANO scattered sites inventory in gentrifying areas to develop affordable single family homes Strategy 6.3 Protect the quantity and affordability of government- assisted rental properties.

**Fair Housing Goal: Goal 7: Provide reliable, frequent, and affordable access to multiple transportation options to transit- dependent populations.**

Describe fair housing strategies and actions to achieve the goal

Strategy 7.1 Better coordinate initiatives of housing agencies (OCD, HANO, NORA) and other departments (including Public Works, Parks and Parkways, ) and agencies (RTA, Sewerage and Water Board) to ensure that investments in gentrifying neighborhoods can be paired with affordable housing.

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 and Annual PHA Plan.

Public reporting burden for this information collection is estimated to average 7.52 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.

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