

ATTACHMENT A

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.

(A) Boerne Housing Authority's goals and objectives are:

- (1) Administer the Housing Choice Voucher Program in compliance with applicable federal and state laws and regulations to achieve high ratings, while maintaining program operation efficiency and ensuring fair and consistent treatment of clients served.
- (2) Take steps to ensure program participants have access to decent, safe and sanitary housing in compliance with program housing quality standards (HQS) and new implemented NSPIRE while ensuring that program rents are fair, reasonable and affordable.
- (3) Provide landlords and families with new information about any changes to HQS and the new process with NSPIRE to understand the changes being implemented and when.
- (4) Provide families with new information about the new process and procedures with HOTMA to understand the changes and the timelines the changes will be implemented.
- (5) Promote fair housing and the opportunity for income-eligible households of all backgrounds to experience the freedom of housing choice. Provide fair housing information and brochures to the public.
- (6) Increase the Payment Standards as needed
- (7) Continue utilizing 2yr projection tool and expand the supply of assisted housing by monitoring funding utilization and applying for additional funding when available.
- (8) Boerne Housing Authority is already a High Performer, but we continually strive to improve Customer Service with continued program trainings and staff trainings.
- (9) Increase supportive services for households in crisis. Continue to work closed with local agencies
Expand Boerne Housing Authority's collaboration with area social service agencies for families in need in emergency situations and post local life management skills training and classes in local area.
- (10) Due to the improved rental market we are more challenged in getting new landlords to accept Section 8 vouchers, we will continue to work with local community agencies and local groups to increase awareness of the program for other local program to be aware of the program and help get the information out to the public.
- (11) To encourage new perspective landlords to work with our program, to help our families have more affordable housing options.
- (12) To update and utilize website with more links and more references for our families, landlords and community to help provide resources and services in and around our community.
- (13) More training for staff on new programs being implemented from HUD. HOTMA and NSPIRE
- (14) Continue learning and becoming more proficient in understanding NSPIRE and the new standards for inspections.
- (15) Understanding and implementing the new program changed due to HOTMA. Implementing the new rules into the processes and procedures of the program.
- (16) To continue to work with Kendall County with the Mental Health initiative for residents of Kendall County. To be able to provide resources for our families in crisis.
- (17) To continue to work with Older Adults Group to help support Seniors in our community and the challenges they are facing.