

PHA 5-Year and Annual Plan	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 4/30/2013
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City of Inglewood Housing Authority

2013 – 2014 Annual Plan

&

2014 – 2019 Five-Year Plan

1.0 PHA Information

PHA Name: City of Inglewood Housing Authority

PHA Code: 082

PHA Type: Small High Performing Standard HCV (Section 8)

PHA Fiscal Year Beginning: 10/01/2013

2.0 Inventory (based on ACC units at time of FY beginning in 1.0 above) **1,002**

3.0 Submission Type

5-Year and Annual Plan Annual Plan Only 5-Year Plan Only

4.0 PHA Consortia. N/A

5.0 Annual Plan FY 2013-2014 & 2014-2019 Five-Year Plan

5.1 Mission.

The City of Inglewood Housing Authority's (IHA) mission is essentially the same as the Department of Housing and Urban Development (HUD). It is our intention to fully endorse and manage a program designed to:

- Provide a decent, safe and sanitary place to live and raise families; and
- Promote and expand affordable housing, economic opportunities and stability; and
- Provide a living environment free from discrimination; and
- Help create and maintain a safe and drug-free community.

The IHA's primary focus is on upgrading service delivery to our participants and owners, offering programs of empowerment and economic stability, and continuing on our path to improve compliance with HUD policies. IHA's specific areas of focus include, but are not limited to, requesting an increase in the supply of vouchers for extremely low-income families that we service and wish to service; offering additional affordable housing opportunities through the City's Affordable Housing and Community Development Block Grant (CDBG) Divisions; working closely with other Housing programs such as Veterans Affairs Supportive Housing (VASH) and Inglewood inter-city departments such as Planning, Building & Safety, Code Enforcement and the Inglewood Police Department (IPD). IHA will continue to actively work with various law enforcement agencies as well as the HUD Office of the Inspector General (OIG) Office of Investigations in regards to fraud, program abuse and criminal activity committed by participants. As such, our goal is to continue to improve the quality of life for both our participants and the community as a whole. Likewise, IHA will maintain its collaboration with local non-profit agencies to ensure fair housing and general social service needs.

5.2 Goals and Objectives.

The goals and objectives that will enable IHA to serve the needs of low-income, very low-income, and extremely low-income families for the next five years are as follows:

- As the IHA is in compliance with HUD policies, it continues to strive to remain a high-performing agency. Our Section 8 Management Assessment Program (SEMAP) score, which measures the performance of Housing Authorities, is 96.
- In order to assist as many families as possible within our budget, with the exception of verifiable reasonable accommodations, the IHA's Occupancy Standard continues to be two (2) persons per bedroom.
- Conducting Annual, Special and (5%) Quality Control Housing Quality Standards (HQS) Inspections ensures that our participants have and maintain decent, safe and sanitary living environments.

- In keeping with the Americans with Disabilities Act (ADA) standards, our available housing list specifies handicap accessible units. Also, when a Reasonable Accommodation is requested and verifiably necessary, an extra bedroom is provided for medical apparatus or a live-in care attendant to ensure that a disabled participant may fully access and utilize the Housing Choice Voucher (HCV) Section 8 program.
- To ensure fair housing, the IHA interacts with the Inglewood Tenant's Rights Association, Housing Rights Center and Los Angeles Legal Aid Foundation. We refer participants with discrimination and other rental concerns to the aforementioned organizations. 6 IHA staff members attended the Housing Rights Workshop sponsored by Inglewood CDBG on November 15, 2012 and the Los Angeles Housing Rights Center's 14th Annual Housing Rights Summit on April 18, 2013. The IHA has 3 bilingual staff members and bilingual pamphlets, brochures and information is available in our lobby for participants and the public.
- Since 2004, IHA has significantly increased its program abuse and fraud prevention through the use of the Upfront Income Verification/Electronic Income Verification (UIV/EIV) System, our Screening Policy, HUD OIG court prosecutions and actively investigating fraud allegations provided by anonymous callers, law enforcement and inter-industry agencies such as other Housing Authorities, the Los Angeles County Welfare & Fraud Prevention and other social service providers.
- Our Section 8 Applicant/Tenant Screening Policy of Criminal Background Investigations (CBIs) (average of 33 per month) are measures set in place in order to continue to provide safe and suitable living environments for our participants, landlords and the community. In July 2012, IHA added a part-time fraud investigator to its Non-Compliance and Fraud Prevention Unit. The Non-Compliance and Fraud Prevention Unit cuts down on program waste and abuse and makes subsidy available for families who abide by the family obligations of the program and not commit fraud.
- IHA utilizes the California Franchise Tax Board's (FTB) Intercept Program in order to collect monies owed as a result of HAP overpayments due to fraudulent behavior. The IHA has 98 former participants on the program with a recoupment goal of \$558,000. FY 2012, IHA recouped over \$10,325 in State Income Tax Returns. In September 2013, the IHA intends to utilize the FTB to recoup over \$21,700 from landlords with outstanding HAP overpayment balances.
- IHA currently has 6 Long-Term Repayment Agreements totaling \$73,464. In lieu of garnishing their state income tax returns, former program participants have entered into long-term repayment agreements to repay the HAP overpayments due to fraudulent behavior.
- IHA currently has 16 Repayment Agreements totaling \$17,276. In lieu of termination of participation, current program participants have entered into repayment agreements to repay the HAP overpayments due to fraudulent behavior.
- The aforementioned Fraud Recoupment measures makes subsidy available for new families to participant on the program.
- The IHA administers 73 Veterans Affairs Supportive Housing (VASH) participants who ported (transferred) from the City of Los Angeles Housing Authority (HACLA) and County of Los Angeles to our program. IHA continues to seek additional VASH participants to port into the City of Inglewood.
- In July 2012, the IHA acquired an Affordable Housing Division (AHD) consisting of 2 Development Coordinators. Since its inception, this division acquired a project from the former City of Inglewood Redevelopment Department. "Regent Square" is a \$43,000,000 - 145 unit affordable housing development project. The AHD monitors DDA compliance which includes overseeing construction, minority participation, job creation, employee interviews, rent stabilization, overseeing and coordinating disbursements of funds, etc.

In the next five years, AHD plans to **rehab** 300 U.S. Veterans units located at 700 Hindry Ave, **rehab** 708 Beach, a detached single family home, **develop** 9 townhomes at 82nd & Crenshaw, **develop** 5 townhomes at 716-718 Beach Ave., **develop** the Arbor Village area, **administer** the City of Inglewood's 1st-Time Homebuyer Program with an existing portfolio of 100 loans, **monitor** affordability compliance of 20 (People Assisting The Homeless) PATH units, 196 Cloud Break units, 300 U.S. Veterans units, 90 Osage Senior

Villa units, 104 Regency Tower senior units, 36 Good Sheppard senior units, and **moderate** 9 homes at 118th & Yukon, 23 townhomes at 612 Regent.

In the next five years, the AHD anticipates having a staff consisting of a Senior Development Coordinator, a Development Coordinator, a Development Specialist and an Administrative Assistant.

6.0 PHA Plan Update.

(a) Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission.

- FY 2012-2013, the IHA had 90 VASH Program participants, it currently has 73.
- FY 2012-2013, IHA submitted the HUD 5265 application form for administrative fee funding for a full-time Family Self-Sufficiency (FSS) Program Coordinator salary in the amount of \$68,000, however IHA did not receive the funding. IHA plans to submit the application to be utilized FY 2013-2014.
- In July 2012, IHA added a part-time fraud investigator to its Non-Compliance and Fraud Prevention Unit. The fraud investigator works on issues of non-compliance, fraud, program abuse and criminal activity committed by participants, and program abuse committed by landlords. As of today, the investigator's work has saved the IHA approximately \$80,000 in program abuse. In December 2012, the IHA added a Fraud Hotline to the main telephone menu. Fraud hotline allegations are reviewed by the fraud investigator.
- In June 2012, the IHA acquired an Affordable Housing Division (AHD) consisting of 2 Development Coordinators.
- Effective March 1, 2013, payment standards changed to: 0-bedroom \$820, 1-bedroom \$991, 2-bedroom \$1,279, 3-bedroom \$1,729 and 4-bedroom \$1,926. The payment standards reflect 90% of HUD FY 2013-2014 FMRs.
- In April 2013, the IHA re-opened its Family Self-Sufficiency (FSS) Program and held an orientation workshop with 100 participants in attendance. IHA's goal is to have 100 active FSS participants in the next five years.
- In April 2013, the IHA re-opened its Section 8 Homeownership Program and held an orientation workshop with Operation Hope and American Trust Escrow. IHA has received 20 applications for the program. Applications will be taken on an on-going basis. IHA's goal is to close escrow on 20 homes annually, and in conjunction with the City of Inglewood's Affordable Housing Division (AHD) and Habitat for Humanity, build up to 10 homes for program participants.
- In May 2013, due to budget cuts, IHA has had to make adjustments to its operating parameters. IHA implemented interventions for cost containment and cost reductions which includes, placed a moratorium on issuing (stopped issuing) vouchers, and on the most recently issued vouchers, canceled vouchers in search status and stopped leasing of new units, placed a moratorium on moving to higher cost units in Inglewood and porting (transferring) to higher cost jurisdictions, placed a moratorium on rent increases, and on absorbing port-in vouchers and strengthened enforcement of participant obligations.
- The annual Resident Advisory Board (RAB) meeting was held on June 5, 2013,
- In August 2013, the IHA anticipates hiring consultant, Nan McKay & Associates, to update the IHA Administrative Plan.

(b) Identify the specific location(s) where the public may obtain copies of the Annual PHA Plan.

The Plan(s) are available for public review in the IHA office and City of Inglewood main public library. With a Reasonable Accommodation request, the IHA will mail the Plan(s) to the participant. Due to budget constraints, the plan will not be mailed without a reasonable accommodation request.

PHA Plan Elements:

(1) **Eligibility, Selection and Admission.**

- The IHA targets “extremely-low” income limits for all new admissions. The IHA has no preferences. The IHA has a Applicant/Tenant Screening Policy. However, the waiting list is currently closed.

(2) **Financial Resources.**

Sources:

Housing Choice Voucher (Section 8) Program

• 2012 - 2013 Annual contributions for Section 8:	\$12,648,000
• Administrative Fees:	\$ <u>1,164,000</u>
Total:	\$13,812,000
• 2014 - 2019 Annual contributions for Section 8:	\$63,240,000
• Administrative Fees:	\$ <u>5,820,000</u>
Total:	\$69,060,000

Affordable Housing

2013 - 2014 Annual contributions for **Affordable Housing:**

• Projected Revenue	\$ 1,500,000
• Housing Bond	\$ 30,900,000
• Reserves	\$ 1,500,000
Total:	\$ 33,900,000

2014 - 2019 Annual contributions for **Affordable Housing:**

• Projected Revenue	\$ 7,500,000
• Housing Bond	\$ 30,900,000
• Reserves	\$ 9,000,000
Total:	\$ 47,400,000

(3) **Rent Determination.**

The IHA’s payment standard is at 90% of HUD FY2013-2014 FMRs. At the beginning of each fiscal year, payment standards are evaluated for adequacy. The IHA takes into consideration: success rates and rent burdens of families, rent reasonableness, increases in utility rates and budget constraints. In extenuating circumstances and as a reasonable accommodation, the IHA will make discretionary minimum rent hardship exemptions. AHD monitors affordable housing rents based on compliance.

(4) **Operation and Management.**

Maintenance management of assisted housing.

The IHA conducts Annual HQS inspections, Special HQS inspections and performs Quality Control on 5% of the annual inspections. FY 2012-2013, IHA had 2 extreme cases of the “Bed Bug” epidemic, as a result, both participants moved to a new unit. AHD conducts inspections based on compliance.

IHA's Management.

An organizational chart showing the IHA's and AHD's management structure and organization is available. Management policies may be found in the IHA's Administrative Plan.

(5) **Grievance Procedures.**

IHA's management reviews all appeals on all adverse actions. The Housing Authority Advisory Commission conducts Termination of Participation and Re-instatement of Participation hearings on an "as-needed" basis. The Housing Specialists reviews request for reasonable accommodation on an as-needed basis. AHD's management reviews grievances on an as-needed basis.

(6) **Designated Housing for Elderly and Disabled Families.**

The IHA Section 8 Program has no public housing projects. However, in the next 5 years, the AHD anticipates developing affordable housing for seniors and disabled families.

(7) **Community Service and Self-Sufficiency.**

Programs relating to services provided or offered to assisted families or programs for the enhancement of the economic and social self-sufficiency of assisted families.

- IHA provides social service referrals and ensures fair housing by interacting with the Inglewood Tenant's Rights Association, Housing Rights Center and Los Angeles Legal Aid Foundation and attending training sponsored by the Housing Rights Center. We refer participants and the public with discrimination and other rental concerns to the above organizations. IHA has bi-lingual staff members to assist and bilingual pamphlets, brochures and/or information are available, to participants and the public, in our lobby.

IHA posts available job opportunities/openings on the information boards located in the lobby and office. In 2013, the IHA anticipates partnering with local non-profit social service agencies such as "Our Community Works" (OCW) to provide job opportunity, training, mentorship and apprenticeship program information to participants and the community. These services promote economic viability and stability to our assisted families.

- Although closed, from 2008 to 2012, due to the housing market, the IHA continues to have 7, out of the original 9, participants in the Section 8 Homeownership Program.

In April 2013, the IHA re-opened the program and held an orientation workshop with Operation Hope and American Trust Escrow. IHA has received 30 applications for the program. Applications will be taken on an on-going basis. IHA's goal is to close escrow on 20 homes annually. Also, with the assistance of the AHD, IHA hopes to build up to 10 homes for participants. This program promotes economic viability and stability to our assisted families.

In April 2013, the IHA re-opened its FSS Program and held an orientation workshop with 100 participants in attendance. IHA's goal is to have 100 active FSS participants in the next five years. This program also promotes economic viability and stability to our assisted families.

(8) **Safety and Crime Prevention.**

The IHA has No Public Housing. However, in efforts to reduce crime, the IHA Fraud Investigator investigates allegations of participant crime and incarceration. And, in accordance with the IHA's Applicant/Tenant Screening Policy, the investigator performs criminal background checks on adult (18 yrs & older) applicants, port-ins, and current participants.

(9) **Pets.**

IHA has No Public Housing.

(10) **Civil Rights Certification.** (See attached certifications).

(11) **Fiscal Year Audit.**

The results of the most recent fiscal audit, September 30, 2011, performed by Mayer Hoffman McCann, P. C. submitted to the City in June 2012, indicates that the City of Inglewood Housing Authority is in compliance. The audit had no findings on the part of the Housing Authority.

(12) **Asset Management.** IHA has No Public Housing.

(13) **Violence Against Women Act 2005. (VAWA).**

Goals, Activities and Objectives for Implementation:

The IHA complies with HUD regulations in regards to VAWA. The IHA Administrative Plan, Chapter 17, "Mitigating Circumstances", outlines our VAWA policy and procedures. The IHA also utilizes the revised HAP Contract form 52641 and Tenancy Addendum form 52641A. VAWA, Domestic Violence Hotline and Battered Women Shelter flyers are posted on information bulletin boards in the office. Information on the VAWA Act and brochures for Alternatives to Violence, Jenesse Center, Inc., and the Long Beach Battered Women are available and displayed in our lobby. The IHA solicits and encourages the participation of social service providers. IHA offers referrals to place victims into existing social service programs and/or emergency housing/shelters, hotlines, and will grant a reasonable accommodation as well as portability in or out of our jurisdiction based on VAWA. The IHA also partners with the Inglewood Police Department to identify Section 8 victims of domestic violence.

The IHA provides an exception to the prohibition against a family moving under the portability provisions in violation of the lease. The Applicant Screening Policy is waived for the Section 8 participant, waiting-list applicant and port-ins if they are a victim of domestic violence. This ensures the victims of domestic violence are not denied housing. [VAWA policy, procedures and materials are located in the IHA's Administrative Plan, Chapter 17 "Reasonable Accommodation & Mitigating Circumstances."]

7.0 Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers.

- (a) Hope VI or Mixed Finance Modernization or Development. – N/A
- (b) Demolition and/or Disposition. – N/A
- (c) Conversion of Public Housing. – N/A
- (d) Homeownership. - The Inglewood Housing Authority (IHA) has the capacity to successfully operate a Section 8 homeownership program. The IHA has 7 participants in the homeownership program.
- (e) Project-based Vouchers. – N/A

8.0 Capital Improvements. N/A

8.1 Capital Fund Program Annual Statement and Evaluation Report. N/A

8.2 Capital Fund Program Five-Year Action Plan. N/A

8.3 Capital Fund Financing Program (CFFP). N/A

9.0 Housing Needs.

City of Inglewood housing needs are identified in the Consolidated Plan FY2012-2015, 2008-2014 Comprehensive Housing Element.

9.1 Strategy for Addressing Housing Needs.

- Maintain or increase Section 8 lease-up rates by marketing the program to owners, effectively screening Section 8 applicants to increase owner acceptance of the program, enforcing participant compliance, fraud prevention, offering the Homeownership program to participants and waitlist applicants.

- Undertake measures to ensure access to affordable housing among families assisted by the IHA, regardless of unit size required.
- Offer 100 affordable housing rentals and building 10 affordable homes per year through the AHD.
- Seek and apply for special-purpose grant funding to provide vouchers targeted to the elderly, families with disabilities and Veterans. And funding to provide special programs such as Housing Opportunities for Persons with Aids (HOPWA), Single Room Occupancy (SRO) projects, Section 202: Senior Housing, Section 811: Supportive Housing for Persons with Disabilities, Disaster Housing Assistance Program (DHAP), Family Unification Program (FUP), Transgender Housing, and project-based housing.
- Offer the Homeownership Program as a Housing Choice option to participants and waitlist applicants.
- Seek down-payment and closing cost assistance from the CDBG for Section 8 Homeownership participants.
- Apply for Self-Help Homeownership and Second Chance Act grants.
- Research other housing options such as owning public housing, affordable housing, and Section 8 project-based vouchers.
- Continue to participate in the development of the City of Inglewood's Consolidated Plan (CDBG) and Housing Element (Planning Dept.) to ensure coordination with broader community strategies.
- Target 75% of families at or below 30% Area Median Income (AMI).
- Obtain assistance from local non-profit agencies that assist the elderly, families with disabilities, and Veterans.
- Increase awareness and continue to work in conjunction with organizations that assist families of ethnicities with disproportionate needs and individuals and families with transgender housing needs.
- Continue to make information available to participants and families of ethnicities with disproportionate needs and individuals and families with transgender housing needs.
- Counsel participants as to the location of units outside of areas of poverty or minority concentration and assist them in locating those units.
- Market the Section 8 program to owners outside of areas of poverty or minority concentration.
- Continue to counsel participants on Fair Housing and refer them to the appropriate agencies and inform them of upcoming Fair Housing Rights meetings.
- Continue to collect Housing Needs Surveys to assess the needs of those seeking housing.
- Make bilingual housing staff, information and materials accessible to participants.

10.0 Additional Information.

(a) Progress in Meeting Mission and Goals.

The Inglewood Housing Authority (IHA) is meeting its mission and goals of upgrading service delivery to our clients in various ways throughout the Housing Choice Voucher Program.

- The Section 8 Homeownership Program affords eligible participants and waitlist applicants the option of homeownership and economic viability. The program is available to assist all eligible participants including Veterans, senior citizens and persons with disabilities. The program partners with the, HUD approved, Los Angeles NeighborWorks Center, and Operation HOPE, Habitat for Humanity, and the American Trust Escrow. These agencies assist participants with financial and credit counseling, mortgage loans, and enroll in a matching funds program and completion of mandatory homebuyer education courses.
- In July 2012, the IHA acquired an Affordable Housing Division (AHD). The AHD will offer and provide new and additional low-income and affordable housing to the City of Inglewood.
- IHA's Applicant/Tenant Screening Policy is confidentially administered and maintained by the IHA Fraud Investigator. FY 2012-2013, IHA performed 399 criminal background investigations/checks (CBI).
- The IHA works with the HUD Office of the Inspector General's Office of Investigations to combat program abuse and fraud. The IHA has significantly stepped up its efforts to investigate, counsel and/or terminate families found to be in violation of the family obligations of the program, such as unreported and under-reported household income, allowing unauthorized persons to occupy the subsidized unit, non-compliance of lease agreements, life-time sex offender registrants and criminal, gang, and drug-related activity.

- IHA utilizes the IHA Intercept Program Policy which utilizes the California Tax Franchise Board's Intercept Program in order to collect monies owed through fraudulent participant behavior. As of June 2012, the program has garnished and recouped approximately \$10,325.
- As of May 2013, IHA has processed approximately 468 portable vouchers. IHA is projected to service 525 portable vouchers by the end of this fiscal year and projected to service an additional 300 in 2013 - 2014.
- In August 2013, the IHA anticipates hiring Nan McKay & Associates to update the IHA Administrative Plan. Nan McKay are experts and educators in the Public Housing, Housing Choice Voucher and Affordable Housing field; their consultants will give advice and direction on "fine-tuning" and revising policies and procedures to allow IHA to function more effective, efficient and smoother. After completion, the new Administrative Plan will be submitted to the Housing Authority Board for approval.
- IHA plans to submit the HUD 5265 application form for administrative fee funding for a full-time HCV/FSS Program Coordinator salary in the amount of \$68,000 to be utilized FY 2013-2014. The re-start of the FSS program will give low-income families an opportunity to become economically stable and to maintain that stability in the future.

(b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA's definition of "significant amendment" and substantial deviation/modification"

The Inglewood Housing Authority's (IHA) definition of substantial deviation and significant amendment or modification:

Modifications to the Housing Choice Voucher Program as specified by HUD notices, guidelines, statute or regulations and governed by HUD are presented to the board for approval prior to implementation and submitted to HUD, via Annual Plan and Administrative Plan, for approval.

11.0 Attached Certifications.

To be signed by Chairman of the Board after Public Hearing on August 20, 2013.

Attachment A

ca082a01

NOTICE OF PUBLIC REVIEW.

- The announcement, in English and Spanish, for public review of the 2013-2014 Annual Plan & 2014-2019 Five-Year Plan (Plans), which included the notification of the June 5, 2013 RAB meeting, was mailed to all participants, posted on the legal board located in the lobby of City Hall and in the IHA office on May 1, 2013.
- Public Notice for public review of the Plans, which included the notification of the annual RAB meeting, was published in Inglewood Today on May 19, 2013.
- The Plans were posted on the City of Inglewood's website on June 13, 2013.

NOTICE OF PUBLIC HEARING.

- On July 17, 2013, the notification, in English and Spanish, of the August 20, 2013 public hearing to consider approval of the 2013-2014 Annual Plan and the 2014-2019 Five-Year Plans was posted on the legal board located in the lobby of City Hall, in the IHA office, and on the City's website.
- A Public Notice was published in the Inglewood Today on July 18, 2013.

Attachment B

ca082b01

RESIDENT ADVISORY BOARD (RAB)

- All recipients of the IHA section 8 tenant based assistance are considered members of the RAB for purposes of preparation and review of the Annual Plan.
- The RAB meeting to review the 2013-2014 Annual Plan & 2014-2019 Five-Year Plan was held on June 5, 2013 at 3:00 pm in the Inglewood Main Library Lecture Hall located outside in the Library courtyard. 33 program participants, 6 City of Inglewood residents and 1 Housing Advisory Commissioner attended the meeting.
- The effects of the budgets cuts was the area of critical concern to the attendees. They also inquired as to participating in the Homeownership and Family Self-Sufficiency Programs. Housing staff addressed each issue individually. As of this date, the IHA has received positive feedback as to the proposed Plans.

Attachment C

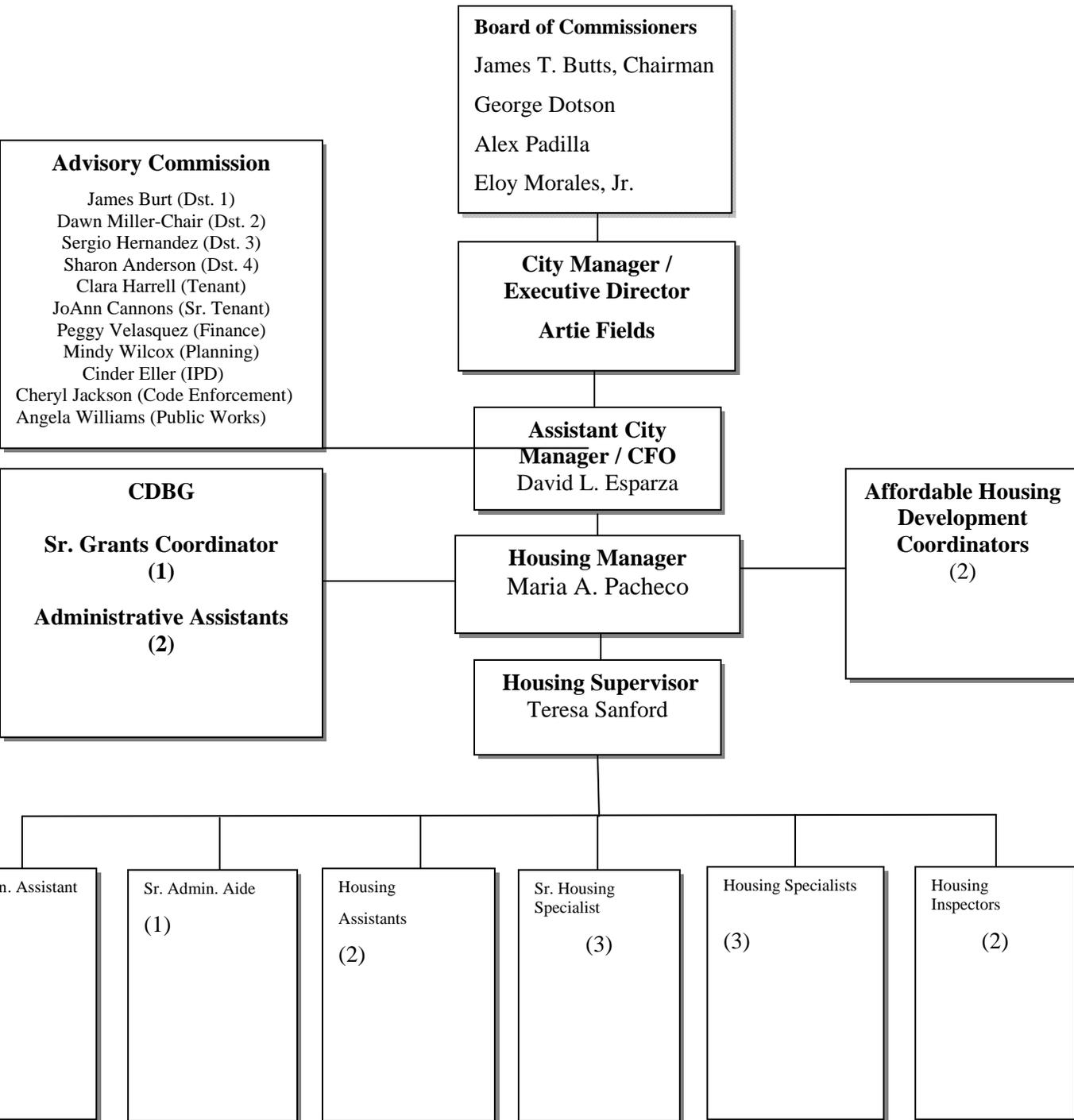
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HOMEOWNERSHIP POLICY & CAPACITY STATEMENT.

The Inglewood Housing Authority (IHA) does hereby declare that it has the capacity to successfully operate a Section 8 homeownership program.

Although closed in 2009 due to the recession, the IHA currently has 7 active participants in the homeownership program. The program re-opened in April 2013.

Attachment D
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Inglewood Housing Authority
Organizational Chart



Brief Statement of Progress in Meeting the Five-Year Plan Mission and Goals.

The Inglewood Housing Authority (IHA) is meeting its mission and goals of upgrading service delivery to our clients in various ways throughout the Housing Choice Voucher Program.

- The Homeownership Program affords eligible participants the option of homeownership and economic viability. The program is available to assist all eligible participants including senior citizens and persons with disabilities. The program partners with the, HUD approved, Los Angeles Neighborhood Homeowner Center, Operation HOPE and American Escrow in which IHA participants receive financial and credit counseling, mortgage loans and enroll in a matching funds program and homebuyer education courses.
- In April 2013, the IHA re-opened its Family Self-Sufficiency Program to give participants the opportunity to become self-sufficient through education/training, employment, and financial management.
- IHA has processed approximately 468 portable vouchers thereby serving additional very low-income families.
- IHA Applicant/Tenant Screening Policy continues to be maintained by IHA staff in conjunction with the Inglewood Police Department (IPD).
- The IHA has increased its work with the HUD Office of the Inspector General's Office of Investigations to combat program abuse and fraud. In 2012, the IHA added a Fraud Investigator to the department and has significantly stepped up its efforts to investigate and terminate families found to be in violation of the family obligations of the program, such as unreported and under-reported household income, allowing unauthorized persons to occupy the subsidized unit, non-compliance of lease agreements, life-time sex offender registrants, and criminal, gang, and drug-related activity.

Definition of Substantial Deviation and Significant Amendment or Modification.

The Inglewood Housing Authority's (IHA) definition of substantial deviation and significant amendment or modification:

Modifications to the Housing Choice Voucher Program as specified by HUD notices, guidelines, statute or regulations and governed by HUD are presented to the board for approval prior to implementation and submitted to HUD, via Annual Plan and Administrative Plan, for approval.