

Streamlined Annual PHA Plan (HCV Only PHAs)	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 02/29/2016
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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. Form HUD-50075-HCV is to be completed annually by **HCV-Only PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both of the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, or at risk of being designated as troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceeds 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment, and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceeds 550, and that was designated as a standard performer in the most recent PHAS and SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined, and is not PHAS or SEMAP troubled.

A.	PHA Information.				
A.1	PHA Name: _____ PHA Code: _____ PHA Plan for Fiscal Year Beginning: (MM/YYYY): _____ PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Housing Choice Vouchers (HCVs) _____ PHA Plan Submission Type: <input type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission				
<p>Availability of Information. 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 of 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 the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website.</p>					
<input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below)					
	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program
	Lead HA:				

B. Annual Plan.	
B.1	<p>Revision of PHA Plan Elements.</p> <p>(a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission? Y N</p> <p> <input type="checkbox"/> <input type="checkbox"/> Housing Needs and Strategy for Addressing Housing Needs. <input type="checkbox"/> <input type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. <input type="checkbox"/> <input type="checkbox"/> Financial Resources. <input type="checkbox"/> <input type="checkbox"/> Rent Determination. <input type="checkbox"/> <input type="checkbox"/> Operation and Management. <input type="checkbox"/> <input type="checkbox"/> Informal Review and Hearing Procedures. <input type="checkbox"/> <input type="checkbox"/> Homeownership Programs. <input type="checkbox"/> <input type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements. <input type="checkbox"/> <input type="checkbox"/> Substantial Deviation. <input type="checkbox"/> <input type="checkbox"/> Significant Amendment/Modification. </p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s):</p>
B.2	<p>New Activities</p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year? Y N Project Based Vouchers.</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If this activity is planned for the current Fiscal Year, describe the activities. Provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan.</p>
B.3	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit? Y N N/A</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>
B.4	<p>Civil Rights Certification</p> <p>Form HUD-50077 PHA Certifications of Compliance with the PHA Plans and Related Regulations, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
B.5	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
B.6	<p>Progress Report.</p> <p>Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan.</p>
B.7	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the PHA Plan? Y N</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p>(a) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>

Instructions for Preparation of Form HUD-50075-HCV Annual PHA Plan for HCV Only PHAs

A. PHA Information. All PHAs must complete this section. ([24 CFR §903.23\(4\)\(e\)](#))

A.1 Include the full **PHA Name**, **PHA Code**, **PHA Type**, **PHA Fiscal Year Beginning** (MM/YYYY), **Number of Housing Choice Vouchers (HCVs)**, **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the public hearing and proposed PHA Plan.

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table. ([24 CFR §943.128\(a\)](#))

B. Annual Plan. All PHAs must complete this section. ([24 CFR §903.11\(c\)\(3\)](#))

B.1 Revision of PHA Plan Elements. PHAs must:

Identify specifically which plan elements listed below that have been revised by the PHA. To specify which elements have been revised, mark the “yes” box. If an element has not been revised, mark “no.”

Housing Needs and Strategy for Addressing Housing Needs. Provide a statement addressing the housing needs of low-income, very low-income families who reside in the PHA’s jurisdiction and other families who are on the Section 8 tenant-based waiting list. The statement must identify the housing needs of (i) families with incomes below 30 percent of area median income (extremely low-income), (ii) elderly families and families with disabilities, and (iii) households of various races and ethnic groups residing in the jurisdiction or on the waiting list based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. ([24 CFR §903.7\(a\)\(1\)](#) and [24 CFR §903.7\(a\)\(2\)\(i\)](#)). Provide a description of the PHA’s strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. ([24 CFR §903.7\(a\)\(2\)\(ii\)](#))

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. A statement of the PHA’s policies that govern resident or tenant eligibility, selection and admission including admission preferences for HCV. ([24 CFR §903.7\(b\)](#))

Financial Resources. A statement of financial resources, including a listing by general categories, of the PHA’s anticipated resources, such as PHA HCV funding and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources. ([24 CFR §903.7\(c\)](#))

Rent Determination. A statement of the policies of the PHA governing rental contributions of families receiving tenant-based assistance, discretionary minimum tenant rents, and payment standard policies. ([24 CFR §903.7\(d\)](#))

Operation and Management. A statement that includes a description of PHA management organization, and a listing of the programs administered by the PHA. ([24 CFR §903.7\(e\)\(3\)\(4\)](#)).

Informal Review and Hearing Procedures. A description of the informal hearing and review procedures that the PHA makes available to its applicants. ([24 CFR §903.7\(f\)](#))

Homeownership Programs. A statement describing any homeownership programs (including project number and unit count) administered by the agency under section 8y of the 1937 Act, or for which the PHA has applied or will apply for approval. ([24 CFR §903.7\(k\)](#))

Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements. A description of any PHA programs relating to services and amenities coordinated, promoted, or provided by the PHA for assisted families, including those resulting from the PHA’s partnership with other entities, for the enhancement of the economic and social self-sufficiency of assisted families, including programs provided or offered as a result of the PHA’s partnerships with other entities, and activities under section 3 of the Housing and Community Development Act of 1968 and under requirements for the Family Self-Sufficiency Program and others. Include the program’s size (including required and actual size of the FSS program) and means of allocating assistance to households. ([24 CFR §903.7\(l\)\(i\)](#)) Describe how the PHA will comply with the requirements of section 12(c) and (d) of the 1937 Act that relate to treatment of income changes resulting from welfare program requirements. ([24 CFR §903.7\(l\)\(iii\)](#)).

Substantial Deviation. PHA must provide its criteria for determining a “substantial deviation” to its 5-Year Plan. ([24 CFR §903.7\(r\)\(2\)\(i\)](#))

Significant Amendment/Modification. PHA must provide its criteria for determining a “Significant Amendment or Modification” to its 5-Year and Annual Plan. Should the PHA fail to define ‘significant amendment/modification’, HUD will consider the following to be ‘significant amendments or modifications’: a) changes to rent or admissions policies or organization of the waiting list; or b) any change with regard to homeownership programs. See guidance on HUD’s website at: [Notice PIH 1999-51](#). ([24 CFR §903.7\(r\)\(2\)\(ii\)](#))

If any boxes are marked “yes”, describe the revision(s) to those element(s) in the space provided.

B.2 New Activity. If the PHA intends to undertake new activity using Housing Choice Vouchers (HCVs) for new Project-Based Vouchers (PBVs) in the current Fiscal Year, mark “yes” for this element, and describe the activities to be undertaken in the space provided. If the PHA does not plan to undertake this activity, mark “no.” ([24 CFR §983.57\(b\)\(1\)](#) and Section 8(13)(C) of the United States Housing Act of 1937.

Project-Based Vouchers (PBV). Describe any plans to use HCVs for new project-based vouchers. If using PBVs, provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan.

- B.3 Most Recent Fiscal Year Audit.** If the results of the most recent fiscal year audit for the PHA included any findings, mark “yes” and describe those findings in the space provided. ([24 CFR §903.11\(c\)\(3\)](#), [24 CFR §903.7\(p\)](#))
- B.4 Civil Rights Certification.** Form HUD-50077, *PHA Certifications of Compliance with the PHA Plans and Related Regulation*, must be submitted by the PHA as an electronic attachment to the PHA Plan. This includes all certifications relating to Civil Rights and related regulations. A PHA will be considered in compliance with the AFFH Certification if: it can document that it examines its programs and proposed programs to identify any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction’s initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction. ([24 CFR §903.7\(o\)](#))
- B.5 Certification by State or Local Officials.** Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, including the manner in which the applicable plan contents are consistent with the Consolidated Plans, must be submitted by the PHA as an electronic attachment to the PHA Plan. ([24 CFR §903.15](#))
- B.6 Progress Report.** For all Annual Plans following submission of the first Annual Plan, a PHA must include a brief statement of the PHA’s progress in meeting the mission and goals described in the 5-Year PHA Plan. ([24 CFR §903.11\(c\)\(3\)](#), [24 CFR §903.7\(r\)\(1\)](#))
- B.7 Resident Advisory Board (RAB) comments.** If the RAB provided comments to the annual plan, mark “yes,” submit the comments as an attachment to the Plan and describe the analysis of the comments and the PHA’s decision made on these recommendations. ([24 CFR §903.13\(c\)](#), [24 CFR §903.19](#))

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 Annual PHA Plan. The Annual PHA Plan provides 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 for serving the needs of low- income, very low- income, and extremely low- income families.

Public reporting burden for this information collection is estimated to average 4.5 hour 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.

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



7/1/2021-6/30/2022 Annual Plan Update

ATTACHMENT TO HUD 50075

B.1 Revision of PHA Plan Elements

Statement of Housing Needs and Strategy for Addressing Housing Needs

Nevada Rural Housing Authority (NRHA) continues to seek additional funding sources to meet the demands of low-income families in rural Nevada. In addition to rental assistance resources, NRHA expanded its emergency assistance program (EAP), which provides one-time assistance to families to help avoid homelessness. NRHA was awarded several grants in the spring of 2020 which significantly increased the program funding for its EAP program. In July 2020, NRHA was one of three agencies designated to administer funding for the Cares Housing Assistance Program (CHAP). NRHA received \$5M to administer CHAP, an emergency housing assistance program, that provides emergency rental assistance to tenants experiencing a loss or reduction in income due to COVID-19. In February 2021, NRHA received notification that it will be awarded an additional \$14.8M to administer CHAP through the end of calendar year 2021.

In the past four years, NRHA has acquired and rehabilitated 148 units of affordable housing in Tonopah and Ely, Nevada, preserving 135 units of USDA rental assistance. The agency is in the process of developing 96 units of affordable housing in Mesquite and looking at ways to bring small developments (10-20 units) to smaller communities such as Carlin or Lovelock. NRHA continues to develop a self-sufficiency model that will provide information and skill building for HCV program participants to aid in the transition from rental assistance dependence to self sufficiency. In 2021, NRHA constructed a Technology Resource Center (TRC) at its Carson City office. TRC is equipped with computers that can be used to apply for housing assistance or other social service needs, search for employment, and also to access our self sufficiency e-learning program. NRHA also continues to operate a Homeownership program and may apply for the Moving to Work program when applications are being accepted if the program remains as it was originally designed. Additionally, NRHA will work to increase the number of Project Based Voucher programs available to participants.

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions

NRHA has created a transitional housing set-aside program by partnering with transitional housing programs designed for the homeless. NRHA has set aside vouchers to open up transitional housing slots for new homeless families fleeing domestic violence or transitioning out of mental health/substance abuse disorder programs. NRHA will continue to seek additional partners in an effort to expand this initiative and is planning to set aside vouchers for youth transitioning out of foster care. NRHA has implemented a software feature which allows for online applications and intake that allows for a streamlined application process by which most applicants can apply and provide eligibility documentation from any computer or smart phone. Assistance is provided by decentralized intake workers throughout the State as well as NRHA staff as needed. For the Housing Choice Voucher Program, applicants are selected via random lottery.

The NRHA Project Based Voucher Program continues to organize separate waiting lists, by program as follows: NRHA provides a selection preference when required by the regulation (e.g., eligible in-place families, qualifying families for “excepted units,” mobility impaired persons for accessible units).

Larios Arms II PBV Program (8 units)

Preference is given for US Veterans. 1 Point-Head or Co-head is a United States Veteran.

Mountain View Village PBV Program (25 units)

Preference is given for US Veterans. 1 Point-Head or Co-head is a United States Veteran.

Richards Crossing PBV Program

Waiting list is organized by preference with date/time as a tie breaker for applicants with the same number of points. The point scale is:

20 Points-Head or Co-head is a United States Veteran.

10 Points-Head or Co-head is successfully participating in a program provided by a Homeless Shelter or Transitional Housing Program for the homeless.

5 Points-Head or Co-Head lives and or works within the NRHA jurisdiction.

Deconcentration Policy

NRHA is committed to ensuring that participant families have access to all types and ranges of affordable housing in NRHA’s jurisdiction, particularly housing outside of poverty or minority concentration. NRHA conducts owner outreach to ensure that owners are familiar with the HCV program and the advantages to owner participation in the program. NRHA actively recruits property owners with property located outside areas of poverty and minority concentration. Additionally, NRHA informs voucher holders of the full range of areas where they may lease units both inside and outside NRHA’s jurisdiction, and of the advantages of living in areas that do not have a high concentration of low-income families. NRHA continues to seek Project Based Voucher (PBV) opportunities and rates and ranks proposals for the PBV Program on various criteria including the extent to which the proposed PBV project furthers NRHA’s goal of deconcentrating poverty and expanding housing and economic opportunities.

B.2 New Activities

Project Based Vouchers

NRHA continues to explore options for furthering its mission of increasing and maintaining affordable and workforce housing as well as ending homelessness through the use of the project based voucher program. NRHA awarded 12 VASH PBV to the Valley Springs Project in Carson City in 2020 and 25 HCV PBV to the Mountain View Village Project in Winnemucca in 2021. NRHA continues to actively seek additional PBV opportunities and will enter into AHAP if opportunities are presented which are consistent with HUD and NRHA goals and regulations.

B.6 Progress Report

Increase client awareness, value, and satisfaction

Develop tools to assess client satisfaction with NRHA processes for HCV Program.

NRHA remains focused on increasing client satisfaction through better customer service. NRHA continues to develop its team by providing ongoing training in customer service and has developed an internal training curriculum focused on topics such as de-escalation techniques, conflict resolution and other customer service related topics. In addition, NRHA's housing staff, from receptionist, to inspector and management are all certified as Eligibility/Occupancy specialists to ensure staff are skilled in HCV program requirements. NRHA staff receives annual training in fair housing laws to help clients navigate fair housing rules. NRHA has a 504 coordinator available to applicants and participants and also assist customers in locating accessible housing. NRHA has developed customer service surveys targeted to its HCV program participants. These surveys assess participant satisfaction with NRHA processes for administering the Housing Choice Voucher Program. NRHA utilizes this data to improve the client experience and continue staff development.

Develop tools to assess landlord satisfaction with NRHA service through the Housing Choice Voucher Program.

NRHA has developed customer services surveys targeted to landlords participating in the HCV Program. These surveys help to assess landlord satisfaction with NRHA service and identify areas in which we can achieve better outcomes for both the landlord and tenant. NRHA has a dedicated staff member that oversees its new Landlord Participation Program. This role is responsible for outreach to new and existing landlords. NRHA continues to explore ways in which to attract new landlords to the HCV Program and is participating in the HUD Landlord Participation series.

Develop tools to understand the strengths and experiences of those who have graduated from the voucher program.

NRHA will develop additional surveys targeted to HCV graduates to better understand the experiences of those that are no longer receiving subsidy and determine their success in achieving self sufficiency.

Utilize data and measurement techniques for online experiences to assess usefulness.

As further surveys are released to both client and landlord, NRHA will analyze data and feedback to determine the usefulness of NRHA online products and interfaces.

Refresh NRHA's website to enhance user experience.

NRHA has and continues to undergo a revamp of the agency website in an effort to make it more customer centric and create a site that is easier to navigate.

Take our HCV Program paperless.

NRHA has a paperless HCV program and upgraded its operating systems to an online intake format several years ago. This system provides participants with an interactive database that allows program participants easier access to documents, simplifies recertification efforts and provides a streamlined application process with faster access to vouchers. NRHA automated its HCV Client Briefing to provide an alternative to the traditional in person briefing conducted for new program participants. This proved to be a successful alternative during the pandemic and numerous stay at home orders enacted in the country to lessen the impact of the COVID-19 virus. NRHA is implementing a document management system to improve accessibility and management of electronic documents. The housing shortage continues to hamper voucher utilization, yet NRHA's implementation of technological advancements during the pandemic has helped promote a better customer experience for our clients.

Ensure a balanced leadership team exists within NRHA

Provide opportunities for current directors of NRHA departments to serve in leadership roles.

The agency enacted rotating assignments as Acting Deputy Director as well as assignments to liaison for NRHA with its partner organizations. This provides development opportunities and pathways to ensure NRHA leadership are knowledgeable on all agency operations.

Develop a workable plan to assure key positions have a succession plan.

NRHA is currently undergoing succession planning to ensure continuity of business operations in the event of staffing vacancies, unforeseen emergencies or natural disaster.

Prepare NRHA staff through opportunities to gain experience and formal learning.

NRHA has launched its internal Learning Management System (LMS). This system provides agency staff with formal training opportunities to assist them in achieving their professional and organizational goals as well as any areas of development needed to gain experience and to create pathways for leadership opportunities.

Increase NRHA's financial health

Strengthen and expand NRHA's current lines of revenue and financial reserves.

NRHA's affordable homeownership program, Home at Last (HAL), provided down payment assistance and mortgage credit assistance to 1,200 Nevada home buyers in 2020. Due to unusual market conditions, the secondary market activity for these loans was quite robust, allowing NRHA to strengthen its financial position. Over the past year, NRHA increased the occupancy rate on its 600-unit rental portfolio by 10%, from 85%-95%, which helped to alleviate vacancy and credit loss. Additionally, NRHA has kept its pipeline of development projects flowing by bringing on at least one new rehabilitation project each year and planning for new development. As a result, our Community Development Department has also contributed substantially to NRHA's financial reserves. As of 12/31/2020, NRHA had increased its reserves by 100% from FY19.

Maximize voucher utilization with robust support programs.

NRHA continues to seek opportunities to project base vouchers to help maximize its voucher utilization. Most recently, NRHA awarded 12 project based VASH vouchers to the Valley Springs project in Carson City, Nevada. Additionally, NRHA awarded 25 project based Housing Choice Vouchers to the Mountain View Village development in Winnemucca, Nevada. In February 2021, NRHA opened its Housing Choice Voucher (HCV) waiting list. NRHA has employed the strategy of opening the waiting list for shorter periods of time, and thereby more frequently in a concerted effort to more effectively and rapidly process applicant eligibility for rental assistance.

Maintain a consistent pipeline of acquisition/rehab and new construction projects.

NRHA continues its efforts to preserve affordable and workforce housing programs throughout rural Nevada by seeking to purchase affordable and workforce housing properties that are aging out of their affordability period. In April 2021, NRHA will finalize the acquisition of a multifamily property in Winnemucca, Nevada that preserves 42 units of affordable housing. NRHA is also reviewing a number of properties throughout the State and hopes to save several hundred units of affordable and workforce housing in the upcoming years. NRHA continues to work with various entities to purchase subsidized housing properties in Nevada to ensure available and affordable housing is maintained. NRHA is pursuing development of a multi-family project in Mesquite, Nevada to further expand the availability of housing within the state.

Work with HUD officials/political leaders to assure appropriate funding for HCV Program.

NRHA is actively engaged with HUD officials, political leaders, and other housing industry partners to ensure funding needs for the HCV program remain at adequate levels. The NRHA leadership team routinely attends industry conferences and legislative meetings to address the funding challenges that exist for PHA.

Develop adequate financial strength to support rental development in difficult to develop areas.

NRHA's efforts in growing its Community Development Department will allow the agency to develop a product line that will be economically viable to develop in some of our isolated rural communities and which will serve as a model to add small rental projects (10-20 units) to various communities with the use of federal subsidies (i.e., low-income housing tax credits or HOME funds). NRHA is currently in the planning phase for a 13-unit project of this type in Carlin.

Nurture and support employee development within NRHA

Build a Learning and Development program.

In 2020, NRHA developed and implemented a Learning Management System (LMS), and successfully released the first in a series of mandatory HR compliance training sessions for agency staff. Lunch-n-Learn training sessions were conducted to assist staff in becoming acclimated with the new Learning Management System. Additional trainings on time management and remote working have also been conducted since inception of the program last year.

Develop an assessment tool to ascertain current employee strengths and opportunities.

The agency conducted a skills assessment to ensure professional development aligns with the identified professional and organizational goals of staff. The agency then created internal trainings in alignment with the development areas identified by staff and management as areas of focus. Ongoing assessment will occur to determine staff progress in achieving their development plan goals as well as to determine any material change in staff development plans and goals.

Provide opportunities for department Directors to attend leadership academy.

NRHA continues to provide opportunities for its agency staff to attend the University of Nevada Reno (UNR) leadership academy. All agency Directors have or are currently attending the academy. Additionally, the agency has now extended this opportunity to Manager level staff as well.

Assure employees are receiving best remuneration and benefit package we can reasonably provide to encourage retention.

The Human Resources Department continues to assess employee remuneration as well as the benefits package for the agency. NRHA collaborated with its insurance brokers to provide a recurring forum wherein staff can meet with our insurance representatives to discuss any benefit related issues or concerns. Additionally, a monthly newsletter is distributed that assists in educating staff on becoming proactive and engaged health care consumers. NRHA also created a Wellness Committee that is comprised of staff members from various agency departments. This Committee focuses on activities that help promote employee wellness. As a result of its efforts, NRHA's turnover rate over the past year was less than 2.4118%.

Develop a technology enhanced learning platform for HCV participants.

NRHA is in the initial planning stages of development of a self-sufficiency learning platform for HCV participants that will provide skill building, financial literacy and other educational resources to Housing Choice Voucher participants. In addition, NRHA constructed a Technology Resource Center (TRC) within its Carson City headquarters. This resource center provides a convenient, one stop location for residents to utilize our technology to apply for housing or other social service needs, search and/or apply for jobs as well as access self sufficiency training resources.

B.7 Resident Advisory Board Comments

Comments pending