

Annual PHA Plan <i>(Standard PHAs and Troubled PHAs)</i>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 02/29/2016
--	---	--

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-ST is to be completed annually by **STANDARD PHAs** or **TROUBLED PHAs**. PHAs that meet the definition of a High Performer PHA, Small PHA, HCV-Only PHA or Qualified PHA do not need to submit this form.

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 or 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	<p>PHA Name: <u>Puerto Rico Public Housing Administration</u> PHA Code: <u>RQ005</u></p> <p>PHA Type: <u>X</u> Standard PHA _____ Troubled PHA</p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>July 1, 2016</u></p> <p>PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above)</p> <p>Number of Public Housing (PH) Units <u>54,246</u> Number of Housing Choice Vouchers (HCVs) <u>0</u> Total Combined _____ Units/Vouchers _____</p> <p>PHA Plan Submission Type: <u>X</u> Annual Submission _____ Revised Annual Submission</p> <p>Availability of Information. PHAs must have the elements listed below in sections B and C 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. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p>Identify the specific location(s) where the public may obtain copies of the Annual PHA Plan. For a complete list of PHA Plan elements</p> <p>The PRPHA Plan and supporting documents will also be available for public inspection at the PRPHA's central office located at #606 Barbosa Avenue, 9th Floor – Strategic and Planning Office - in San Juan and on the website at www.avp.gobierno.pr. To examine the supporting</p>

documents should phone (787) 759-9407 ext. 3018 to schedule an appointment.
 In addition, information regarding any activities outlined in this plan can be obtained by contacting PRPHA's central and local offices, and the developments administrative offices. The PRPHA will also provide copy of the Agency Plan for review to all the PRPHA Resident Councils.

PHA Consortia: (Check box if submitting a Joint PHA 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	
				PH	HCV
Lead PHA:					

B. Annual Plan Elements

B.1

Revision of PHA Plan Elements.

(a) Have the following PHA Plan elements been revised by the PHA?

- | | | |
|-------------------------------------|-------------------------------------|--|
| Y | N | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Statement of Housing Needs and Strategy for Addressing Housing Needs |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Financial Resources. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Rent Determination. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Operation and Management. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Grievance Procedures. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Homeownership Programs. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Community Service and Self-Sufficiency Programs. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Safety and Crime Prevention. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Pet Policy. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Asset Management. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Substantial Deviation. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Significant Amendment/Modification |

(b) If the PHA answered yes for any element, describe the revisions for each revised element(s):

Financial Resources:

(Refer to the attached E- table of financial resources).

Rent Determination:

- New tables were be implemented Utility Allowance per bedrooms.

Resident Allowances for Utilities:

The Puerto Rico Public Housing Administration revised the Resident Allowances for Utilities according to the 24 CFR 965 since they changed in recent years. The PRPHA approves the revision of Allowances for Utilities, as presented below:

Current Allowances for Utilities

Proposed Allowances for Utilities

BEDROOM COUNT-UTILITY		
AEE	AAA	Total
1 \$ 8.00	\$ 3.00	\$ 11.00
2 \$ 12.00	\$ 6.00	\$ 18.00
3 \$ 38.00	\$ 9.00	\$ 47.00
4 \$ 51.00	\$ 12.00	\$ 63.00
5 \$ 62.00	\$ 15.00	\$ 77.00

BEDROOM COUNT-UTILITY		
AEE	AAA	Total
1 \$ 30.00	\$ 20.00	\$ 50.00
2 \$ 40.00	\$ 20.00	\$ 60.00
3 \$ 40.00	\$ 20.00	\$ 60.00
4 \$ 50.00	\$ 20.00	\$ 70.00
5 \$ 50.00	\$ 20.00	\$ 70.00

B.1 • The new fixed income tables will be published.

Puerto Rico PHA Flat Rent 2016					
Effective: 4/1/2016					
Counties of FR Area	1 BR	2 BR	3 BR	4 BR	5 BR
Aguadilla, Aguada, Añasco, Isabela, Moca, Rincón, San Sebastián, Lares	219	251	352	380	448
Arecibo, Camuy, Hatillo	278	327	458	476	557
Ciales, Aibonito, Barranquitas, Orocovis, Maunabo	204	244	348	422	496
Caguas, Cayey, Cidra, Gurabo, San Lorenzo	291	366	554	623	727
Ceiba, Fajardo, Luquillo	272	350	538	643	750
Arroyo, Guayama, Patillas	227	272	364	390	459
Hormigueros, Mayagüez	264	303	399	563	658
Juana Díaz, Ponce, Villalba	288	332	511	614	717
Cabo Rojo, Lajas, Sabana Grande, San Germán	215	249	354	454	533
Aguas Buenas, Barceloneta, Bayamón, Canóvanas, Carolina, Cataño, Comerio, Corozal, Dorado Florida, Guaynabo, Humacao, Juncos, Las Piedras, Loíza, Manatí, Morovis, Naguabo, Naranjito, Río Grande, San Juan, Toa Alta, Toa Baja, Trujillo Alto, Vega Alta, Vega Baja, Yabucoa	315	378	529	646	753
Guánica, Guayanilla, Peñuelas, Yauco	220	268	362	503	589
Adjuntas, Las Marías, Salinas, Coamo, Jayuya, Maricao, Santa Isabel, Vieques	184	241	352	435	511
Utua	242	278	375	392	462
Quebradillas	228	262	375	392	461

B.1**Grievance Procedures:**

See ACOP, Chapter 19.

Security Measures and Crime Prevention:

The shot spotter system expanded to the municipalities of Cayey, Caguas and Carolina.

(C) The PHA must submit its Deconcentration Policy for Field Office review.

ACOP in Chapter 8 Part 3 provides:

Part 3: Selection Process**8.3.1. Selection Method****(i) Requirements for Creating Income Goals**

The Administration supervised the progress of compliance with the requirement Extremely Low-Income Families (ELI) during the fiscal year. Families that qualify this requirement will be selected first than other eligible families as necessary to ensure that compliance with the requirement of income goal.

(A) Devolution and Mixed Income Goal - Identification Procedures - Each year the Administration calculated the average income of all public housing developments and Administration Applicants in the waiting list. The Administration will also calculate the average income level Residential separately. Residential in which the average income is above one hundred and fifteen percent (115%) all Average Income Residential, be considered high-income Residential. Likewise, Residential Average Income which is below eighty five percent (85%) all Average Income Residential Administration will be considered low-income Residential as defined below:

1. Average Income- Administration
2. Average Income- Per Project
3. Project of High Income
4. Project of Low Income

(ii) Corrective Action

Based on the above procedure, the Administration will conduct an annual review as required, to determine the income average per Project. Upon completion of this analysis, the Administration will assess the need to provide incentives to eligible families to help achieve the objectives of deconcentration in Project.

B.1

(a) If the change in the income average per Project is greater than fifteen percent (15%) of Income Average Administration, the Administration could use some or all of the incentives listed below:

1. Set a preference income to reach Applicants with low or high income as required;
2. Use transfers Families in the waiting list;
3. Use Family transfers; and
4. Offer to buy alternative housing.

(iii) Monitoring

To meet the Annual Plan Administration annually verify the income of families living in Project and income Families who are in the waiting list, to assess progress of deconcentration and goals mixed income.

Administration calculates and compares the average income of each family in each Project, with the average income of the Administration. In addition to analyzing the income of families who are on the waiting list management to determine the percentage of Low Income, Very Low-Income Families and Extremely Low Income Families.

The Administration also determines its progress in meeting the income target which requires forty percent (40%) of all new admissions to federal projects are extremely low-income families. If the data collected indicate a problem, the Administration may alter its strategy of decentralization according to this policy, and compliance with federal and state requirements.

(iv) Plan for the Protection of Civil Rights

The political and obligation of government is to manage all aspects of the program without regard to race, color, sex, sexual orientation, religion, age, disability, national origin, ethnicity, family status or marital status .

Administration achieves the goals of decentralization in a uniform manner and without discrimination.

8.3.1. Order of Selection

(i) Families on the Waiting List will be selected based on date, time and preferences.

(ii) Selecting Families, the Administration will identify the characteristics of the available unit (Unit size, accessibility, type of unit) and compare these characteristics with the needs of families on the waiting list. The Administration will offer the Family Unit that has the highest degree of qualification for specific housing or requiring such accessibility feature.

B.1

(iii) When comparing the characteristics of the Unit and the needs of the family, you might Families Almost Elderly, Elderly Families, and Families with a disability and other circumstances with a low position on the waiting list can receive an offer of housing before other families who applied first or have a higher preference range.

(iv) Factors such as deconcentration or mixed income and income target will be considered in accordance with HUD requirements and policies of the Administration.

B.2 New Activities.

(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?

Y	N	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hope VI or Choice Neighborhoods.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Mixed Finance Modernization or Development.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Demolition and/or Disposition.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Designated Housing for Elderly and/or Disabled Families.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Conversion of Public Housing to Tenant-Based Assistance.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Conversion of Public Housing to Project-Based Assistance under RAD.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Occupancy by Over-Income Families.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Occupancy by Police Officers.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Non-Smoking Policies.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Project-Based Vouchers.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Units with Approved Vacancies for Modernization.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).

(b) If any of these activities are planned for the current Fiscal Year, describe the activities. For new demolition activities, describe any public housing development or portion thereof, owned by the PHA for which the PHA has applied or will apply for demolition and/or disposition approval under section 18 of the 1937 Act under the separate demolition/disposition approval process. If using Project-Based Vouchers (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.2 Modernization Projects / Other New Construction Projects

- **Bella Vista (RQ005002005)** - Modernization of 150 housing units. 24 units will be demolished within three (3) buildings to replace 24 units of one (1) bedroom in two buildings.

B.3	Civil Rights Certification. Form HUD-50077, " <i>PHA Certificates of Compliance With the PHA Plans and Related Regulations</i> " must be submitted by the PHA as an electronic attachment to the PHA Plan. See Attachment A & B.
B.4	Most Recent Fiscal Year Audit. (a) Were there any findings in the most recent FY Audit? Y N <input type="checkbox"/> <input checked="" type="checkbox"/> (b) If yes, please describe:

B.5 Progress Report.

Provide a description of the PHA's progress in meeting its Mission and Goals described in the PHA 5-Year and Annual Plan.

Internal Audit

Activities during FY 2015-16

- ✓ The Annual Work Plan 2015-16 has worked as planned and is expected to comply with it in full before June 30, 2016. This included audits in the following areas:
 - Resident Services (Photojournalism, Forging a New Beginning, CREAARTE and Luis A. Ferrer Foundation).
 - Management Agents - Key Staff
 - Human Resources (Compensatory Time)
 - Contracts (related to "ShotSpotter" contracts)
- ✓ The trainings have been coordinated through the Office of Human Resources-Department of Housing.
- ✓ We hired consultants to assess areas where specific skills are needed and have received trainings by themselves.
- ✓ Acquire new equipment in accordance with changes in the PRPHA.
- ✓ A modular office is built for auditors to work more comfortably and privately.
- ✓ There has been greater monitoring reports and established the use of email for follow up.
- ✓ An external auditor is hired to update the manuals and internal processes relating to our office.
- ✓ Track Corrective Action Plan related to the Report AVP-Q-15-02 "Official Vehicles" for the recommendations to be implemented.
- ✓ Follow up Corrective action plans of the Municipality of Mayaguez and Guaynabo. Which they resulted in charges of money for questioned costs as they did not comply with federal regulations.
- ✓ The following reports were submitted to the Office of the Comptroller of Puerto Rico:
 - Certification or annual contracts
 - Annual certification on loss of public funds and property (Law 96).
 - Reports of Private Companies at June 30, 2015. (Also delivered to the Fort, House of Representatives and Senate of Puerto Rico)
- ✓ Follow up to the "Agree Upon Procedures" presented by the Management Agents.
- ✓ Work in the transition process.
- ✓ Complaints received were addressed.

Activities to be held in FY 2016-17

A Work Plan 2016-17 based on a risk analysis by the end of fiscal year will be held. In the work plan will be presented the work and activities to be held for the next period.

Every year we prepared a Training Plan based on the results of risk assessment used for the Annual Plan.

We offer auditors greater participation in the trainings in Yardi, the new program acquired by the PRPHA.

B.5 Our office will be relocated in a more comfortable and more privacy area in the building.

We evaluate hiring outside consultants to evaluate other areas where specific knowledge is required.

Selection and Occupancy

Area Residents Selection and Occupancy implemented the new Regulations on Admissions and Continued Occupancy Policies in Public Housing of the Commonwealth of Puerto Rico and the Lease Agreement.

All staff Selection and Occupancy Area and Management Agents was trained on the new ACOP and the Lease Agreement.

All staff Selection and Occupancy Area was trained for the implementation of the new waiting lists through Yardi program. It was implemented in February 2015.

The municipalities of Cayey, Guaynabo, Camuy, Sabana Grande, San Germán, Hormigueros, Coamo, Comerio and Manatí are already working with the new Yardi mechanized system.

Community Program and Residents

A. Economic Self-Sufficiency Programs:

They are programs designed to motivate, support, train, assist, direct or facilitate the economic independence of families assisted by the US Department of Housing and Urban Development (HUD). These include: Education, Training, Employment, Section 3, Business Development and Home.

The achievements of these programs were: 22,160 public housing residents participated in the programs. For the implementation of the programs 4,901 cooperation agreements were signed with various public and private agencies and non-profit. In addition, 409 were carried out service activities and the participation of 11,220 public housing residents.

A total of 689 public housing residents have graduated from high school in Education Program through the Act 217. Also 1,371 residents achieved to start and/or continue their studies at universities or educational institutions.

287 trainings were offered to public housing residents and got them to graduate to 1,410 public housing residents.

On the Employment Program a total of 7,236 public housing residents were trained in different areas related to job search, preparing resumes and job interviews. And a total of 545 public housing residents were located in different jobs.

115 women living in public housing are graduated Business Development Program for Women Business Institute at the University of the Sacred Heart.

B. Small Business:

During 2015 we had 76 active microentrepreneurs.

B.5

C. Quality of Life:

It was coordinated by the Office of the Ombudsman WOMEN trainings for PRPHA Managements Agents Staff about the theme: ASPECTS BIO-SICO AND LEGAL-SOCIAL OF DOMESTIC VIOLENCE. 610 direct service employees of public housing residents were trained.

D. Section 3:

We achieved to employ 525 public housing residents. 624 trainings offered. 4,013 public housing residents graduated.

In addition, 878 residents were hired to provide professional services.

On October 9, 2015 offered one training to all PRPHA contractors on the new report Section 3 (HUD Form 60002) SPEARS program. The delivery date of the report 2015 was the January 10, 2016.

E. Organization and Training (NOA)

47 ordinary monitoring tests were conducted to the Active Residents Councils with the Management Agents and Municipalities.

3 monitoring tests of the election processes Management Agents and Municipalities were performed.

15 assets trainings to Public Housing Residents, Management Agents and Municipalities were provided.

88 technical assistances were provided to the active Residents Council, Management Agents and Municipalities.

F. Services Proposals (RFP-03/12/11)

Was obtained 100% in all programs. We impact to 18,475 females and 17,455 male for a total of 35,930 participants; It is important to note that received direct services proposals.

The proposals in this RFP were: Boys & Girls Clubs of Puerto Rico, Inc., Centro Sor Isolina Ferré, Inc., Create, Inc., Family Department of Puerto Rico/ ADFAN, Department of Sports and Recreation, Forjando Un Nuevo Comienzo, Corp., Job Connection Center, Inc. and Taller de Fotoperiodismo, Inc.

G. Acquisition and Sale of Properties

We achieved to sell 49 public residential housing approved for sale by the HUD. The amount of \$ 1,740,063.00 was collected proceeds of these sales.

We orient and train our public housing residents in residential sales until they became owners of the property. Families served in the following buildings: Antigua Vía, Caguax, Campo Verde, Canas Housing, Estancias de Santa Isabel, Extensión Santa Elena, Villa Navarro and Villa de los Santos I and II.

B.5

H. Community Digital Libraries:

During this fiscal year 2014-2015 several Community Digital Libraries were opened in different public housing projects: Las Violetas, Dr. Víctor Berrios, Brisas de Cupey, Enudio Negrón, Ponce Housing, Leonardo Santiago, Luis Muñoz Rivera and Jardines de Monte Llano.

This is a project for the benefit of our public housing residents which offers internet service workshops and internal electronic services, etc.

D. "CRECEMOS" Program

My Business

Objectives	Strategies
<ol style="list-style-type: none"> 1. Increase the potential for economic growth of existing business. 2. To promote job creation and export to existing entrepreneurs. 3. Train and support entrepreneurship. 4. To promote the creation of new entrepreneurs. 5. Achieve greater self-sustainability and economic development by promoting entrepreneurship. 	<ul style="list-style-type: none"> • Develop Incubator Centers to meet existing business and new entrepreneurs. • Training to strengthen existing entrepreneurs. • Training and support new entrepreneurs. • Develop recycling and agriculture as a business mode. • Provide access to capital. • Existing entrepreneurs offer mentoring, counseling and support. • Provide more publicity and visibility ("business route") to micro entrepreneurs.

Education

We expect to graduate more than 1,000 residents with high school diploma.

We expect more than 1,000 residents begin or continue their university studies and/or technological degrees.

We hope to offer alternatives to more than 1,000 residents of growth and employment opportunities or developing their own business for those who are oriented towards vocational area.

Trainings

We hope to offer more than 250 trainings to about 1,200 residents.

Jobs

We hope to train and/or locate over 1,000 residents in new jobs.

B.5**Asset Management**

- Coordinate, manage and supervise the activities of intervention and enforcement of public housing properties, in order to verify that management agents and municipality administrators comply with laws, regulations, rules, procedures and established state and federal public policy.
- Continue with interventions by monitoring in the following areas: Pre-REAC (24 CFR 902.5), Health & Safety (24 CFR 7.703), Physical Appearance (24 CFR 902.21), General Inspection of Common Areas (24 CFR 5.703e), Units Inspection (24 CFR 5.703d) Site Inspection (24 CFR 5.703a) Buildings Inspection of (24 CFR 5.703b) Systems (24 CFR 5.703c).
- Continue interventions Applications Emergency Service and Regular (24 CFR Chapter IX 901.5), Accounting Project (24 CFR 902.9), Asset Management (24 CFR 990), Employment (24 CFR 960 253, Part 966, 966.4, 351345), inventory verification, compliance monitoring tests, among others. Ensuring optimal conditions in the public housing units and ensuring that the provision of quality services is in accordance with HUD regulations.
- Review preventive reports, routine and emergency maintenance in public housing units and made efforts to comply with the terms of rental units, project accounting, occupancy reports, annual reviews, check Enterprises Income verification (EIV).
- Corroborating activities, findings and reports submitted by the Management Agents and Municipalities through interviews, project interventions and inspections to public housing properties.
- Coordinate and review periodic interventions on public housing property under the Tax Incentives Program Tax Credit to ensure fulfillment of contracts with investors and the PRPHA.
- To train the Management Agents and Municipalities about laws, regulations, rules, procedures and federal and state public policies that apply to the PRPHA.
- Offer workshops to Management Agents and Municipalities in the areas of Asset Management, Preventive Maintenance, Conservation Plan and Energy Reduction.
- Recruitment to fill the vacancies in the Asset Management Area.
- Relocating offices Monitoring Zones of San Juan, Carolina, Vega Alta and Caguas.
- Keep trained staff with work tools that facilitate tasks and approach towards achieving all the goals.

B.5**Information Technology Area (MIS)**

- Renew and expand the Computer Center of the PRPHA. Design, bidding and selection of contractor completed. It is coordinating the work plan to begin the remodeling and expansion. We expect to take approximately 90 days.
- Reorganization of Information Technology Office have alternatives for new staff to work with the new labor demand generated by the financial project and 1,600 new users within the system to meet the demand for technical assistance in all areas.
- Space distribution diagram completed and approved. Pending quotes for work.
- Implement the system for the financial system mechanization and operational processes of the PRPHA Management Agents and Municipalities.
- Mechanization of the financial system (Yardi) for Municipalities and Regional Offices Computer Configuration, system and user accounts completed. This includes the organization necessary for the installation of telecommunications and computers. At present the system is fully operational and is providing user support. We just have pending to complete Management Agents Phase.
- Update email from the PRPHA. Office 365 migration completed preliminary preparation. Waiting for Microsoft to establish work plan and begin work.
- Acquisition and equipment configuration Financial System for Management Agents. According to evaluation of existing equipment it is necessary to purchase new equipment to support the minimum necessary for the operation of Yardi with the Management Agents specifications. This will involve the purchase of computers, configuration and installation of the same around Puerto Rico. Similarly were created user accounts and remote support for each of these.
- Implementation of an Alternate Operations Center.
- Provide support to the Resident Services Program to develop and conceptualize Learning Centers at Community Digital Library.
- In Community Digital Libraries also provide residents the opportunity to be assisted by current computer technology is to promote community activity and overall development of the residents in the studies, level job, document preparation and efforts services in line with the Government Agencies of the Commonwealth of Puerto Rico.
- Provide technical support to all areas, offices and PRPHA programs.
- Negative Income - Attendance at follow-up meetings for the addition of new features to the existing project of electronic benefits transfer (EBT), with the company EVERTEC and sponsored by the Government Development Bank of Puerto Rico. The project should be completed by July, 2016.

B.5	<ul style="list-style-type: none"> • Utility investment will be paid directly to the Commercial Offices. • Strategic Network Citizen Service - Definition and process analysis mechanized in first phase completed. Start function for scheduled January, 2016 subject to approval by the Agency forms that have been machined.
B.6	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the PHA Plan?</p> <p>Y N <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(a) If yes, comments must be submitted by the PHA as an attachment to PHA Plan. PHA's must also include a narrative describing their analysis of the RAB recommendations and the decision made on these recommendations.</p> <p>See Attachment C.</p>
B.7	<p>Certification by State or Local Officials.</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>See Attachment F.</p>
B.8	<p>Agency "Troubled".</p> <p>(a) Does the PHA have any current Memorandum Of Agreement, Performance Improvement Plan, or Recovery Plan in place?</p> <p>Y N N/A <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, please describe:</p>
C.	<p>Standards for Capital Improvements. Required for all PHA's completing this form that administer public housing and receive funding from the Capital Fund Program (CFP).</p>
C.1	<p>Capital improvements. Include a reference here to the most recent HUD-approved 5-Year Action Plan (HUD-50075.2) and the date it was approved by HUD.</p> <p>(Refer to the form approved by HUD, form HUD 50075.2.) See Attachment D.</p>