



<b>B.</b>	<b>5-Year Plan.</b> Required for <u>all</u> PHAs completing this form.
<b>B.1</b>	<p><b>Mission.</b> State the PHA's mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA's jurisdiction for the next five years.</p> <p>Effectively manage public housing resources, promote social and economic self-sufficiency of our customers and together contribute to improving the quality of life in Puerto Rico.</p> <ul style="list-style-type: none"> <li>• To promote adequate and affordable housing, economic opportunity and suitable living environment free from discrimination</li> <li>• To promote freedom of housing choice and de-concentration of extremely low and very low income families of all races and ethnic backgrounds.</li> <li>• To encourage, assist and facilitated the economic independence of assisted families.</li> </ul>

**B.2 Goals and Objectives.** Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years.

HCV:

- Improve voucher management (SEMAP score)
- Conduct outreach efforts to potential vouchers property owners.
- Expand the existing Project Based Program to increase stock of decent, safe, and sanitary housing available for the elderly and disabled families.
- Expand the Homeownership program providing opportunities to acquire their own home with financial and counseling assistance.
- Increase customer satisfaction through each of our personnel and Customer Service Unit.

VAWA:

PRPHA has adopted the following goals and objectives for the Domestic Violence policy; Prohibition against denial of assistance to victims of domestic violence, dating violence, and stalking (Pub. L. 109-162)

- If the Waiting List is opened the victim should be place in the waiting list
- The applicant/tenant/victim will be treated with respect and dignity
- PRPHA will notify Housing Choice Vouchers owners of VAWA.
- PRPHA will notify vouchers holders of their right under VAWA including the possible portability of vouchers between jurisdictions to escape an imminent threat of further domestic violence or stalking.
- VAWA was incorporate into the property owner and tenant orientation process.
- Assistance can be offer thru any of the available Housing Programs for the PRPHA

### **Selection and Occupation of Residents Area**

Goals and Objectives:

Review and Update the Regulation on the Policies of Admission and Continued Occupation in Public Housing Projects. Review the Lease Agreement according to the policies adopted. Review existing regulations in accordance with adopted policies. Establish training on the regulations adopted.

Housing Needs: Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, a reasonable effort will be made to identify the low-income, very-low-income, and extremely-low-income housing needs of families residing in the jurisdiction of the Public Housing Administration, including the elderly, families with disabilities and families on different waiting lists. The identification of housing needs should address situations of affordability, supply, quality, accessibility, unit size and location.

The total number of applicants to date in public housing is: 16,708.

### **Audit Office**

Goals:

Establish an Internal Audit Office with necessary highly trained personnel and the equipment to provide an objective and independent evaluation of the Agency, especially for the management of risk and internal

controls adding value and improving the operational processes of the Agency helping management to achieve their goals.

**Objectives:**

The main objective of the PRPHA-IAO is to develop an audit plan that will help the Puerto Rico Public Housing Administration (PRPHA) Management to provide decent, safe, and sanitary housing for the residents of Puerto Rico implementing strategies to promote economy, efficiency, and effectiveness in the administration of PRPHA funds; detect and deter fraud, waste, and abuse in PRPHA programs and operations; and ensure compliance with applicable laws and regulations.

**Security Office**

- 1- Prepare protocol to work with scrap vehicles in public housing projects.
- 2- Prepare a protocol for the interventions of illegally occupied units in public housing projects.
- 3- Update the Security Office procedures manual.
- 4- Increase the number of Security Coordinators to a maximum of 11.
- 5- Continuance of the Gunshot Detection Program, Shotspotter.

**Asset Management**

The Maintenance Division developed a set of guides that requires an Annual Maintenance and Preventive Maintenance Plan that includes the training of the personnel in regards of the UPCS and REAC inspections.

**Goals:**

- Inspect every property in the PRPHA portfolio prior to any REAC inspection.
- Comply with the PHAS certification.
- Taking into account the success of the pilot program approved by the *Oficina Estatal de Política Pública de Energía*, a second group of 10 additional properties will be added to more aggressive measures regarding the conservation and reduction of water consumption and the reduction in the energy use in the common areas.
- Establish a Standard Operating Procedure for the conservation and reduction of water consumption and the reduction in the energy use in the Agency, the Management Agents and the Municipality of Manatí taking into account the aftermath of Hurricanes Irma, María and the January 2020 earthquakes in the South part of the Island.
- Identify companies capable of performing the Energy Audit for the 2020-2025 period following the 24 CFR part 965.302. The Energy Audit will include every property in the PRPHA portfolio.

**Development and Construction Area (Goals and Milestones):**

**Fiscal Year 2020**

- Begin with the design of the following projects:

- Nuestra Sra. de Covadonga – Demolition of 56 dwelling units (RQ 5114 y AMP 005005029P) – These units are vacant and were included in the rehabilitation for FY 2018. Now we are including these units for demolition on FY 2020 instead of rehabilitation.
- Padre Nazario (RQ- 3044 and AMP 005009005P) – Total Demolition
- Alturas de Ciales y Dos Rios (RQ005200 & RQ005119 and AMP 005002013 & AMP 005002012) – Total Demolition (FEMA FUNDING)
- The following projects will be rehabilitated due to the damages caused by the earthquakes:
  - Luis Muñoz Rivera – RQ3084 (200 units)
  - Santa Catalina – RQ5028 (17 units)
  - Jardines de Guánica – RQ5183 (14 units)
  - Villas del Cafetal – RQ5191 (19 units)
  - José Tormos Diego – RQ5163 (27 units)
  - Silver Valley – RQ5260 (45 units)
- Begin with the construction and/or demolition of the following projects:
  - Alturas de Cupey - Phase II (RQ 5034 y AMP 005010032P) – Comprehensive Modernization Works
  - Nuestra Sra. de Covadonga - RQ 5114 y AMP 005005029P) – Demolition of 56 dwelling units - These units are vacant and were included in the rehabilitation for FY 2018. Now we are including these units for demolition on FY 2020 instead of rehabilitation.
  - Padre Nazario (RQ- 3044 and AMP 005009005P) - Total Demolition
  - Alturas de Ciales y Dos Rios (RQ005200 & RQ005119 and AMP 005002013 & AMP 005002012) – Total Demolition (FEMA FUNDING)
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    - Santa Catalina – RQ5028 (17 units)
    - Jardines de Guánica – RQ5183 (14 units)
    - Villas del Cafetal – RQ5191 (19 units)
    - José Tormos Diego – RQ5163 (27 units)
    - Silver Valley – RQ5260 (45 units)
  - Los Alamos (RQ 5056 and AMP 005003026P) New Development
- UFAS Accessible Unit Plan
- Partial Construction activities in a total of **512** units located on various public housing developments for full compliance with ADA standards, as per established in the PRPHA’s Voluntary Compliance Agreement.
- Capital Improvements / Extraordinary Maintenance
- An investment of **\$28.5** million on various projects.

**Fiscal Year 2021**

- Begin with the design of the following projects:
  - Los Peña - (RQ-5159 and AMP 005010049P) – New Construction
  - Pedro J. Rosaly (RQ-1009 and AMP 005009015P) - Comprehensive Modernization.

- Begin with the construction and/or demolition of the following projects:
- Bella Vista (RQ 3101 and AMP 005002005P) Comprehensive Modernization and demolition and reconstruction of Building 2.
- Luis Llorens Torres (RQ 7008 and AMP 005010008P – Rehabilitation of Existing Commercial Building at Lot A.
- Ponce de León # 55 – New Development
- Las Amapolas (RQ 5068 and AMP 005010038P) (172 units for mixed finance project) New Development
- UFAS Accessible Unit Plan
- Partial Construction activities in a total of **512** units located on various public housing developments for full compliance with ADA standards, as per established in the PRPHA’s Voluntary Compliance Agreement.
- Capital Improvements / Extraordinary Maintenance
- An investment of **\$18.0** million on various projects.

**Fiscal Year 2022**

- Begin with the design of the following projects:
- Agustín Ruiz Miranda (RQ 5054 and AMP5001005P) Comprehensive Modernization.
- José Agustín Aponte (RQ- 3086 and AMP 005001004P) - Total Demolition.
- Monte Isleño (RQ 5054 and AMP 005001005P) - Comprehensive Modernization.
- Dr. Víctor Berrios (RQ-3028 and AMP 005007010P) - Comprehensive Modernization.
- Brisas del Mar (RQ- 5045 and AMP 005006029P) - Total Demolition
- Villa Monserrate (RQ 5154 and AMP 005004002P) – Demolition and New Construction
- Begin with the construction and/or demolition of the following projects:
- Cuesta Vieja (RQ- 5149 y AMP 005001008P) – Comprehensive Modernization (Phase I).
- Torres de la Sabana (132 multifamily units for mixed finance project) New Development
- Los Cedros (86 elderly units for mixed finance project) New Development
- Ponce de León # 55 - (285 multifamily units for mixed finance project) New Development
- Los Peña - (RQ-5159 and AMP 005010049P) – New Construction
- Villa Monserrate (RQ 5154 and AMP 005004002P) - Demolition and New Construction
- Padre Nazario (RQ- 3044 and AMP 005009005P) – Total Demolition
- José Agustín Aponte (RQ- 3086 and AMP 005001004P) - Total Demolition
- UFAS Accessible Unit Plan
- Partial Construction activities in a total of **512** units located on various public housing developments for full compliance with ADA standards, as per established in the PRPHA’s Voluntary Compliance Agreement.
- Capital Improvements / Extraordinary Maintenance
- An investment of **\$14.8** million on various projects.

### **Fiscal Year 2023**

- Begin with the design of the following projects:
  - Tomás Sorolla (RQ-3059 and AMP 005006024P) - Comprehensive Modernization.
  - Mattei I Total Demolition – (RQ- 5233 and AMP 005009007P)
  - Santa Rosa (RQ- 3065 y AMP 005001017P) - Comprehensive Modernization.
- Begin with the construction and/or demolition of the following projects:
  - Jardines de Montellano (RQ 5027 y AMP 005006005P)- Building A
  - Rafael Torrech (RQ 5003 and AMP 005003003P) Comprehensive Modernization Phae 1
  - Agustín Stahl (Fase B) (RQ 3100 y AMP 005001005P) Phase 3 - Comprehensive Modernization.
  - Mattei I (RQ- 5233 and AMP 005009007P) - Total Demolition
  - Brisas del Mar (RQ- 5045 and AMP 005006029P) - Total Demolition
- UFAS Accessible Unit Plan
- Partial Construction activities in a total of **512** units located on various public housing developments for full compliance with ADA standards, as per established in the PRPHA’s Voluntary Compliance Agreement.
- Capital Improvements / Extraordinary Maintenance
- An investment of **\$12.2** million on various projects.

### **Fiscal Year 2024**

- Begin with the design of the following projects:
  - Mattei II Total Demolition – (RQ- 5247 and AMP 005009007P)
- Begin with the construction and/or demolition of the following projects:
  - Bernardino Villanueva – Phase II (RQ- 5024 and AMP 005001007P) – Comprehensive Modernization.
  - El Flamboyán (RQ- 5081 y AMP 005005007P -) Comprehensive Modernization (Phase I).
  - Los Laureles (RQ- 5168 and AMP 005003012P) – Comprehensive Modernization.
  - Diego Zalduondo (RQ- 3055 and AMP 005005023P) – Comprehensive Modernization.
  - Mattei II (RQ- 5247 and AMP 005009007P) - Total Demolition
- UFAS Accessible Unit Plan
- Partial Construction activities in a total of **512** units located on various public housing developments for full compliance with ADA standards, as per established in the PRPHA’s Voluntary Compliance Agreement.
- Capital Improvements / Extraordinary Maintenance
- An investment of **\$20.6** million on various projects

## Community and Resident Program Area

### Area's Mission

- Ensure PRPHA provides the necessary services to public housing residents aimed at improving their quality of life.
- These services should be part of a comprehensive approach to strengthen economic and social development infrastructure.
- The planning of these services must respond to the needs, interests, goals, values and expectations of each public housing development.

### What do we do?

We implement Programs of Economic Self-Sufficiency and Social Self-Sufficiency Prevention Support, which stimulate personal responsibility, economic and social self-sufficiency, a sense of solidarity and community cooperation.

We promote self-reliance in collaboration with residents and resident councils.

We encourage the pro-active participation of residents in the community and administrative affairs of their communities.

### Economic Self-Sufficiency Program

The Economic Self-Reliance Program is designed to motivate, support, train, assist, direct, or facilitate the economic independence of families assisted by the Department of Housing and Urban Development (HUD). This program includes the following components: Education, Training, Employment, Section 3, Business Development and Home.

### The five-year projections are:

- To guide about 100,000 residents of public housing on the different Economic Self-Reliance Programs.
- Conduct over 1,000 service fairs to publicize the services and components of the Economic Self-Reliance Program and impact 30,000 public housing residents.

### Objectives

#### EDUCATION COMPONENT

- Graduate (high school) about 1,300 public housing residents under the Education Program under Act 217.
- Achieve that over 2,200 residents initiate or continue their education at the higher level (universities and/or educational institutions).

#### TRAINING COMPONENT

- Offer over 600 training courses in economic development and impact on 2,000 residents.



## EMPLOYMENT COMPONENT

- Locate over 2,000 public housing residents in different jobs through the Employment component.

## SECTION 3 COMPONENT

- Locate over 2,500 residents in different jobs through Section 3.
- Train over 7,000 Section 3 residents.
- Award over 3,500 contracts (including services) to public housing micro-entrepreneurs.

## ECONOMIC DEVELOPMENT COMPONENT

- During 2019, we had 63 micro-entrepreneurs in the following categories: food and beverage services, catering, pastries, interior designs, crafts and services (Zumba classes, web design, car wash, mini market, hairdresser, cafeteria, filmmaker, event production, dressmaker, jewelry and computer processing, among others).

## SOCIAL SELF-SUFFICIENCY AND SUPPORT SERVICES PROGRAMS

- The PRPHA through 24 CFR 964.308 will provide families with Support Services (Child Care, Welfare or Personal Development, Health Care, Educational Services, Employment Counseling and Training and any other services and resources that are determined and appropriate) required and directed to enable them to achieve their self-sufficiency and economic independence. The program takes on the challenge of charting the way for a better quality of life for impacted families. This program includes the following components:
  - "Fine Arts"
  - Environmental Conservation
  - Educational
  - Older Adults (Housekeeper)
  - Sports
  - Technological Educational Centers

The Five-Year Projections will impact 200,000 participants under the services and activities offered in the Social Self-Reliance and Support Services Programs established in all communities.

Note: In all programs implemented in communities, inclusive activities are carried out, ensuring the coordination of resources and services to meet the collective and particular needs of people with developmental deficiencies and other impediments according to their condition. To fully guarantee all rights, benefits, responsibilities and privileges on an equal footing to those of a person without hindrance. The needs of persons with disabilities will be met in the planning, provision and accessibility of services, including the availability of means of transport, as well as complementary and alternative resources. Among other rights, such as enjoying and accessing recreational, sports, educational and cultural services programs in the community.

## HOUSING DEPARTMENT TRAINING AND TRAINING INSTITUTE

On June 6, 2017, the Department of Housing, together with the Puerto Rico Public Housing Administration, inaugurated the Training Institute in San Juan, Puerto Rico.

This Institute provides knowledge and assistance to public housing residents in order to promote their economic self-sufficiency. In 2019, 25 training sessions were conducted with a total of 844 participants in the following areas:

- United States Peace Corps
- CENSO 2020 (Guidance and Recruitment)
- Fair Housing Reasonable Accommodation
- Emergency Management- Public Health (Puerto Rico Department of Health)
- Job Corps. – Admission Requirements - Ramey Base, Aguadilla
- Section 3
- Fiscal Year's Close 2018-2019
- Crime Victim Witness Services-Department of Justice
- Forms of Economic Development and Social Development Programmes
- Logical Model Training - Service Proponents and Directors of Resident Services
- Training/Meeting Directors of Resident Services - Census 2020
- Training Economic Development/Meeting Directors of Resident Services – IN-PRENDE
- Training on Vaccination/Meeting Directors of Resident Services – VOCES / Flumaraton 2019
- Training/Meeting of the Selection and Occupation Area, Security Office and Security Coordinators
- Motion Training for Independent Life Range (MAVI)
- Training on Quarterly Reports - Economic Self-Reliance Programs

By 2020-2025, we will continue to offer trainings to PRPHA employees, Management Agents and residents with the collaboration of private entities, nonprofits and government agencies (CENSO 2020, PR Comptroller's Office, among others).

#### MICROBUSINESS WORK PLAN 2020- 2025

Through training and other tools, the PRPHA aims to empower current and future micro-entrepreneurial residents to develop the skills and knowledge needed in the field of self-sufficiency, using innovation and entrepreneurship as pillars to empower the itself.

Currently the PRPHA is reviewing the PRPHA BUSINESS DEVELOPMENT PROGRAM GUIDE to develop a state-of-the-art Entrepreneurship Program. It will be tempered to the needs of public housing residents, allowing to promote the development of the entrepreneurial mindset, empower them and train them on the conceptualization, validation and development of business ideas that positively impact their community and the economic development of the island.

The new guide proposes:

- Restructure the Entrepreneurship Program to offer strategic and specialized advice (Creation of Forms, Hours of Advice, Workshop Planning for Administrative Agents, Execution of Workshops among others.)
- The COACHING PROGRAM will offer appraisal to 63 companies that are part of the companies supported by the PRPHA. 5 companies of the most advanced will be selected to offer individualized advice. The objective of the consultant advice is to support them in achieving viable business development (Coordination of Specialized Resources in Business Development, Execution of Strategic Sessions, Coordination of Interviews, Criteria Planning, Monitoring and Monitoring among others.)
- Establish a WORK PLAN to monitor existing micro-enterprises in our communities, reviewing that they comply with the permission required by the PRPHA.
- Promote the Entrepreneurship Program through trainings to residents interested in creating and developing their small businesses with the assistance of our Area, on topics such as: business plans, permits, documents, financing, among others.

The Community and Resident Programs Area directs its efforts to fulfill the Agency's mission to effectively manage resources, promote the social and economic self-sufficiency of our clients and together contribute to

improving the quality of life in Puerto Rico. We consider 30 business to be one of the most effective tools to achieve this. For this reason, we promote those Programs that lead to training residents and directing them to achieve their goals.

#### THE LOGICAL MODEL: A NEW VISION OF DEVELOPMENT IN PUERTO RICO'S PUBLIC HOUSING ADMINISTRATION

The Logical Model is a systematic and visual way of presenting and sharing the comparison of the relationship between the resources to operate the program, the activities being planned and the changes or results that are expected to be obtained. It's an image of how to do the work, theory and implicit assumptions of the program. It joins the achievements (short, medium and long scope) with the program (activities, processes, assumptions, theoretical principles of the program).

GOAL: Achieve 90% of all long-range scheduled targets.

##### Objective

- During the Five Years 2020-2025 Plan, 10 trainings will be offered on the Guide to Medium and Long Term Training and 10 on the Continued Evaluation of Programs for Resident Services Directors, Resident Service Supervisors, Resident Services Technicians, Social Workers, Recreational Leaders and Librarians.

#### ORGANIZATION AND TRAININGS

##### Goal

The Five Years 2020-2025 Work Plan will be established to increase by 30 additional, following certification and review.

##### Objective:

Technical assistance, training, guidance and meetings will be provided with the staff of the management agents and interested residents.

#### SERVICE PROPOSALS (RFP-18/19/03)

##### Goals

- Projections of service proposals are to achieve 100% of the goals across all Programs.
- We expect the participation of over 50,000 public housing residents of all ages in the different programs and activities
- Programs and the scope of services are:
- Educational services (tutoring) or Sports and recreational services (including sports workshops and competitive tournaments)
- Artistic and cultural activities
- Psychological and Social Prevention Services (workshops)
- Employment Opportunities
- Development of Community Orchards or Business or Family Support Workshops
- Workshops on Security and Finance Summer Camps, etc.

RFP-18-19-03 Award

- Action To Build Changes, Corp. (ABC, Corp.)
- Boys & Girls Clubs of Puerto Rico, Inc.
- Sor Isolina Ferré Centers, Inc.
- Forjando un nuevo comienzo corp.
- Job Connection Center, Inc.
- Vanguard Asset Management

PROPERTY ACQUISITION AND SALES PROGRAM

Goal:

We expect to complete the sales process of the 272 existing units during the Five Years Plan period 2020-2025.

PRPHA HUD APPROVED UNITS FOR SALE IN 2020-2025 SECTION 5 H

PROJECT	NUMBER OF PROJECT	MUNICIPALITY	UNITS FOR SALE	PLANNEED SALES
Alturas de Cibuco	RQ005182	Corozal	12	12
Villa de los Santos I	RQ005199	Arecibo	9	9
Villa de los Santos II	RQ005175	Arecibo	11	11
Las Delicias	RQ005160	Ponce	3	3
Alturas de Vega Baja	RQ005190	Vega Baja	14	14
Cidra Housing	RQ005249	Cidra	5	5
Antigua Vía	RQ005192	San Juan	12	12
Campo Verde	RQ005240	Bayamón	7	7
Santa Catalina	RQ005115	Bayamón	1	1
Reparto Valencia	RQ005215A	Bayamón	3	3
Miraflores	RQ005091	Bayamón	1	1
Villa Evangelina IV	RQ005147	Manatí	7	7
Villa Evangelina III	RQ005146	Manatí	1	1
Villa Evangelina II**	RQ005121	Manatí	1*	0
Jesús María Lago	RQ005109	Utuado	1	1
<b>TOTAL</b>			<b>88</b>	<b>87</b>

\* ABANDONED UNIT

SALES PROGRAM SECTION 32

PROJECT	NUMBER OF PROJECT	MUNICIPALITY	UNITS FOR SALE	PLANNED SALES
Caguax	RQ005051	Caguas	4	4
Extensión La Granja	RQ005256	Caguas	14	14

<b>Alturas de Montellano</b>	<b>RQ005201</b>	<b>Cayey</b>	<b>20</b>	<b>20</b>
<b>Villa Navarro</b>	<b>RQ005126</b>	<b>Maunabo</b>	<b>47</b>	<b>47</b>
<b>Canas Housing</b>	<b>RQ005248</b>	<b>Ponce</b>	<b>26</b>	<b>26</b>
<b>Estancias de Santa Isabel</b>	<b>RQ005255</b>	<b>Santa Isabel</b>	<b>7</b>	<b>7</b>
<b>Extensión Santa Elena</b>	<b>RQ005109</b>	<b>Yabucoa</b>	<b>35</b>	<b>35</b>
<b>Reparto Horizonte</b>	<b>RQ005235</b>	<b>Yabucoa</b>	<b>32</b>	<b>32</b>
<b>TOTAL</b>			<b>185</b>	<b>185</b>

TURNKEY PROGRAM

<b>PROJECT</b>	<b>NUMBER OF PROJECT</b>	<b>MUNICIPALITY</b>	<b>UNIT FOR SALE</b>	<b>PLANNED SALES</b>
<b>Ramírez de Arellano</b>	<b>RQ005053</b>	<b>Mayagüez</b>	<b>32</b>	<b>32</b>
<b>Jardines de Quintana</b>	<b>RQ005030</b>	<b>San Juan</b>	<b>2</b>	<b>2</b>

TOTAL, PLANNED SALES FOR THE FIVE YEARS PLAN 2020-2025 - 306

**TECHNOLOGICAL EDUCATIONAL CENTERS (CET)**

**Goal:**

For the Five Years Plan 2020-2025 we hope to convert 100 Technological Educational Centers into our communities.

**Objectives:**

- The development of a Work Plan for the establishment of STCC will be coordinated with the management agent.
- Technical assistance will continue to be provided to management agents for the maintenance of existing community digital libraries.
- The "Traveling the World" Program will be established, consisting of the use of virtual glasses to view the Inner, Outer and Sea Depths, among others, at least one residential per Administrator Agent.

**Technological Information Systems Area**

- Continue to provide technical support to all areas, regional offices and Management Agents under the different PRPHA programs.
- Continue to maintain the operating systems of the servers and computers of the central office and regional offices.
- Work is under way to design the new infrastructure of the central office servers and regional offices.

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|--|--|
|  | <ul style="list-style-type: none"><li>• Continue working in collaboration with PRPHA's Administrative Services office for the development or acquisition of applications.</li><li>• Develop Business Continuity and Disaster Recovery Plan. The aforementioned plans need to be updated, tested annually and verified that they are with the best practices of the technology industry.</li><li>• Continue the development of technology schools and the renovation of existing centers by applying new technologies.</li><li>• Provide technical seminars to the staff of the information systems office to promote their professional improvement.</li></ul> |
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**B.3 Progress Report.** Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.

### **HCV**

- PHA's Administrative Plan Version 3 was revised and translated from English to Spanish
- This PHA's has implemented the direct deposit for subsidized payments to property owners to guaranty expedite rent payments.
- We have acquire a Portal for Participants and property owners improving communications with customers.

### **Selection and Occupation of Residents Area**

- The mechanized process of the Managing Agents in the Yardi system was completed.
- The personnel of Selection and Occupation and Administrative Agents were trained on the policies established in the ACOP.
- The staff of the Managing Agents were trained on the occupancy and transfer procedures in the Yardi system.
- The Selection and Occupation staff and Managing Agents were trained on Fair Housing, Eligibility Determination.
- Res. Felipe Sánchez Osorio occupation process was complete.
- The rehousing of the Torres de la Sabana families was completed.
- Completed with the occupation of "Renaissance Square Apartments, and Bayshore Villa Apts".
- The relocation of the Los Cedros Families began.

### **Audit Office**

- We addressed risk identified in our annual plans.
- Audits were performed as provided in the Plan in accordance with the priority established based on risks, materiality and resources.
- The interaction amongst administrative groups was appropriate.
- Financial, managerial or operational information was accurate, reliable and timely.
- The actions of the employees were in compliance with politics, standards, procedures and applicable laws and regulations.
- The resources were used efficiently and adequately safeguarded.
- Programs, plans and objectives of management are being achieved.
- We followed up the Corrective Action Plans (CAP) of all reports issued and resolved all outstanding issues.
- We properly trained our staff.

### **Security Office**

Implementation of the Gunshot Detection Program (Shotspotter) San Juan, Trujillo Alto and Bayamón.

### **Asset Management**

Stay prepared as 45 of our properties are part of the new NSPIRE protocol for REAC inspections and get the rest of the portfolio ready to comply with the REAC inspections using RAPID 4.0 protocol.

Keep meeting with the Management Agents and the Municipality of Manatí on a monthly basis to discuss operational aspects of the properties.  
Update the reports and the way used to evaluate the performance of the Management Agents and the Municipality of Manatí as we continue to embrace the technology that brings the use of Yardi Voyager.

### **Development and Construction Area (Goals and Milestones):**

#### **Fiscal Year 2015**

A. Begin with the design of the following projects:

- **Luis Llorens Torres (RQ 2009)** – Commercial Building at Parcel A - PRPHA considers demolition of commercial lots and design of new construction of business incubators, a Community electronic Center and recreational areas (playground/open areas, etc.) – This Project is on Design – MOU/Schematic Drawing Phase, pending of endorsements of SHPO and Institute of Puerto Ricans Culture (“*Instituto de Cultura Puertorriqueña*”). The PRPHA considers the rehabilitation of this building instead of demolition and new construction.
- **Los Laureles (RQ 5069)** – demolition on an existing building (12 dwelling units)/ construction of new building. – These units will be rehabilitated as a project of extraordinary maintenance.

B. Begin with the construction and/or demolition of the following projects:

- **Las Gladiolas (RQ 5015/5140)** – New Development – New construction project was completed.
- **Jardines del Paraíso (RQ 5011)** – Comprehensive Modernization of 112 dwelling units and administration building. - Project was completed. The rest of units were already modernized in a previous project.
- **Villa Monserrate (RQ 5154)** – Total Demolition – Bidding for demolition works was delayed due to additional environmental requirements. These requirements have too high costs and therefore, PRPHA is negotiating a new development proposal to propitiate a mixed finance Project that could include the demolition of the existing structures.

C. UFAS Accessible Unit Plan

- Partial Construction activities in a total of 512 units located on various public housing developments for full compliance with ADA standards, as per established in the PRPHA’s Voluntary Compliance Agreement.

D. Capital Improvements / Extraordinary Maintenance

- An investment of \$10,150,463.35 million on various projects.

#### **Fiscal Year 2016**

A. Begin with the design of the following projects:

- **Bernardino Villanueva Comprehensive Modernization (RQ 5024)** – Design completed, project was divided on two construction phase. Phase I was awarded and construction contract signed. Pending completion of relocation of residents, pre-construction meeting and notification of proceeding to the contractor.



- **Los Alamos New Development (RQ 5056)** – Project is pending to negotiate the development proposal for a mixed-finance Project.

B. Begin with the construction and/or demolition of the following projects:

- **Torres de la Sabana Total Demolition (RQ 5103)** – the Project is currently under the bidding and award phase.
- **Los Cedros (RQ 5106)** – this Project is currently under the Design Phase – Bidding, Demolition and Contract Documents Phase. It is pending the OGPe’s demolition permit.
- **Bella Vista (RQ 3101)** – including the demolition and re-construction of Building 2: This project is in the final design phase pending to obtain a building permit, but because Puerto Rico adopted the International Building Building Codes 2018 on November 15, 2018, design changes are needed to comply with the new code. The code analysis report and its redesign recommendations were currently approved (Phase I). It is pending that the Designer submits a proposal for Phase II. This is related to design review due to code changes based on alternatives approved in Phase I. The designer presented to the OGPe a Building Pre Consultation for formal clarification on the subject of requirement (exemption) second staircase and sprinklers, and requirement of insulation when the space is not conditioned. As soon as designer receive a response, he will inform us to discuss and be able to submit the proposal finally.
- **José Gautier Benítez (New Development) RQ 3033** – The design final phase finished. Project is under construction.
- **Luis Llorens Torres (RQ 2009)** – Commercial Building at Parcel A – This Project is on Design – MOU/Schematic Drawing Phase, pending of endorsements of SHPO and Institute of Puerto Ricans Culture (“*Instituto de Cultura Puertorriqueña*”). The PRPHA considers the rehabilitation of this building instead of demolition and new construction
- **Ana Catalina (before Santa Catalina RQ 5028)** – Buildings 14 and 32 demolition and construction – The project was completed and given substantial completion, pending the final completion.

C. UFAS Accessible Unit Plan

- Partial Construction activities in a total of 512 units located on various public housing developments for full compliance with ADA standards, as per established in the PRPHA’s Voluntary Compliance Agreement.

D. Capital Improvements / Extraordinary Maintenance

- An investment of \$13,701,471.58 million on various projects.

**Fiscal Year 2017**

A. Begin with the design of the following projects:

- **Rafael Torres (RQ 5003)** – Funds were requested for the procurement of the design. Pending requesting Architecture and Engineering services for the design of comprehensive modernization.
- **Los Peña (RQ 5159)** – Pending to request A/E services for the preparation of demolition drawings and bid documents, once received SAC’s demolition approval.
- **Loma Alta (RQ 5253)** – Pending to request A/E services for the design of the comprehensive modernization works.

- **Torres de la Sabana (New Construction) RQ 5103** – Pending to negotiate the development proposal for a mixed-finance Project and the demolition of the existing structures.
- **Los Cedros (New Construction) RQ 5106** - Pending to negotiate the development proposal for a mixed-finance Project and the demolition of the existing structures.

B. Begin with the construction and/or demolition of the following projects:

- **Los Álamos (New Development) RQ 5056** - Project is pending to negotiate the development proposal for a mixed-finance Project.
- **José Gautier Benítez (New Development) RQ 3033** – The design final phase finished. Project is under construction.
- **Agustin Stahl Phase II (RQ 3100)** – this Project was divided in two phases, B and C. Phase B was bid, but it was cancelled because the lowest bidder was 32% over the construction cost estimate prepared by the designer. Construction and bidding documents were revised and the re-bid was requested, pending bidding announcement.
- **Alturas de Cupey Fase II (RQ 5034)** – the project was in the final design phase pending approval by the PREPA and the reconsideration of the offsite works required by PRASA. However, because Puerto Rico adopted the 2018 International Building Building Codes on November 15, 2018, design changes are required to comply with the new code. Work is currently under way on architecture and engineering services for code analysis and redesign recommendations, and evaluation of the status of endorsements and permits. Then, based on this analysis, a proposal will be submitted, for design review work for complying with new codes, for proper evaluation and approval.
- **Puerta de Tierra (New Development) (RQ 5056)** – Construction was completed. Pending documentation for final completion of the project.

C. UFAS Accessible Unit Plan

- Partial Construction activities in a total of 512 units located on various public housing developments for full compliance with ADA standards, as per established in the PRPHA's Voluntary Compliance Agreement.

D. Capital Improvements / Extraordinary Maintenance

- An investment of \$11,048,966.97 million on various projects.

**Fiscal Year 2018**

A. Begin with the design of the following projects:

- **Puerta de Tierra (Stage II - Phase A) (RQ 2003)** – Project was eliminated from annual plan. PRPHA decides to do not build the new Elderly Building due to foundation piles works. Therefore, the only works pending are 25 dwelling units to complete a corner of the project.
- **Jardines de Montellano (RQ 5027)** – Building A - Pending certification of funds and evaluate proposal for Architecture and Engineering services for feasibility study.
- **Villa Monserrate (New Development) RQ 5154** – Total Demolition – Bidding for demolition works was delayed due to additional environmental requirements. These requirements have too high costs and therefore, PRPHA is negotiating a new development proposal to propitiate a mixed finance Project that could include the demolition of the existing structures.
- **Monte Isleño RQ 5054** – Project was moved for fiscal year 2022. Pending to request A/E services for the design of the comprehensive modernization works.

- **Los Laureles RQ 5168** - Project was moved for fiscal year 2019. Pending to request A/E services for the design of the comprehensive modernization works.
- **Franklin Delano Roosevelt Phase II (RQ 4003/4004)** – Due to SHPO requirements to does not increase the volume of buildings, PRPHA decided to cancel modernization works, and to repair this project through extraordinary maintenance.

B. Begin with the construction and/or demolition of the following projects:

- **El Taíno (RQ 5202)** – Pending to request A/E services for the design of the comprehensive modernization works. **Construction** Project was moved after fiscal year 2024.
- **Loma Alta RQ 5253** – Pending to request A/E services for the design of the comprehensive modernization works. **Construction** Project was moved after fiscal year 2024.
- **Rafael Torres (RQ 5003)** – Funds were requested for the procurement of the design. Pending requesting Architecture and Engineering services for the design of comprehensive modernization. **Construction** Project (Phase I) was moved for fiscal year 2023.
- **Los Álamos (New Development) RQ 5056** - Pending to negotiate the development proposal for a mixed-finance Project.

C. UFAS Accessible Unit Plan

- Partial Construction activities in a total of 512 units located on various public housing developments for full compliance with ADA standards, as per established in the PRPHA's Voluntary Compliance Agreement.

D. Capital Improvements / Extraordinary Maintenance

- An investment of \$11,048,966.97 million on various projects.

**Fiscal Year 2019**

A. Begin with the design of the following projects:

- **Los Peña (New Construction) RQ 5159** – Pending to negotiate the development proposal for a mixed-finance Project.
- **El Flamboyán RQ 5081** – Pending to request A/E services for the design of the comprehensive modernization works.
- **Cuesta Vieja RQ 5149** - Pending funding certification and proposal evaluation for Architecture and Engineering services for the design of comprehensive modernization.

B. Begin with the construction and/or demolition of the following projects:

- **Puerta de Tierra (Stage II - Phase A) (RQ 2003)** – Project was eliminated from annual plan. PRPHA decides to do not build the new Elderly Building due to foundation piles works. Therefore, the only works pending are 25 dwelling units to complete a corner of the project.
- **Bernardino Villanueva (RQ 5024)** – Design completed, project was divided on two construction phase. Phase I was awarded and construction contract signed. Pending completion of relocation of residents, pre-construction meeting and notification of proceeding to the contractor.
- **Los Peña (RQ 5159)** – It is pending the signature of the Administrator on a transmittal letter and HUD forms to submit the demolition application to the SAC through the PIC. After the

approval of the demolition application, the request for design services for demolition will be submitted to procurement office.

- **El Taíno (RQ 5202)** - Pending to request A/E services for the design of the comprehensive modernization works. **Construction** Project was moved after fiscal year 2024..
- **Villa Monserrate (New Development) RQ 5154** – Total Demolition – Bidding for demolition works was delayed due to additional environmental requirements. These requirements have too high costs and therefore, PRPHA is negotiating a new development proposal to propitiate a mixed finance Project that could include the demolition of the existing structures.

C. UFAS Accessible Unit Plan

- Partial Construction activities in a total of 512 units located on various public housing developments for full compliance with ADA standards, as per established in the PRPHA's Voluntary Compliance Agreement.

D. Capital Improvements / Extraordinary Maintenance

- An investment of \$21,629,924.14 million on various projects.

**Community Programs and Resident Services**

Facilitate the economic self-sufficiency of individuals and the community to encourage the participation of residents and resident organizations to promote individual and collective responsibility. Stimulate the active participation of residents in administrative matters in their projects, economic and social self-sufficiency, to lead to the decline of criminal activity and improve the quality of life.

Objectives:

- Provide support services to public housing residents to improve the quality of life of individuals, families and the community.
- Develop programs that strengthen families and individuals to give them access to the tools and opportunities that direct them toward economic self-reliance.
- Promote social and community development in our public housing projects.
- Develop individual self-esteem and community solidarity; promote the development of values in our tenants in order to reduce the crime and use of illegal substances through recreation and sport.
- Promote the community service program as an instrument of commitment to integration and engagement with the community.
- Work against the use of illegal substances.
- Contribute to improving the physical and mental health of all residents.
- Train and guide residents living on 5H and Section 32 projects to become owners.
- Ensure the participation of residents by 80% through the organization of groups in the community so that they can identify and work on interests, needs and problems in communities.
- Promote the participation of resident councils in meetings with the PRPHA.
  
- Provide training to Quality of Life Negotiator staff, management agents and residents.
- Achieve 100% training to resident councils in the use of resident participation funds and work with common areas in residential areas.
- To rehabilitate the Community Digital Libraries of public housing communities.

	<p><b>Technological Information System Area</b></p> <ul style="list-style-type: none"> <li>• Conversion of Cams' application to Yardi Voyager's operational and financial application at head office, regional office and 332 public housing projects. This way the agency has been able and can view the agency's administrative and financial operations centrally. In order to be able immediately where there is a need for more resources and improve services for the benefit of our public housing residents.</li> <li>• Improvements in communications of public housing projects by expanding the bandwidth of data communications for administration offices, electronic libraries, learning centers, community digital libraries or technology education center. In order to provide you with a study tool from childhood to college or graduate degrees and our older adults learn from technology with new tools. Offer them all the government services that are available over the Internet (online) without the need to leave the project.</li> <li>• Creation of the resident portal in which residents can update their personal information, can make their service order requests for their unit and view different histories regarding their unit.</li> <li>• Creation of the unit inspection module using tablets in this way the inspection of the unit will be carried out in a more agile and accurate manner for when multiple reports are made and helps to have the reports updated in a centralized way. We remain in constant technical support in all areas, programs and offices of the PRPHA.</li> <li>• Information systems office staff have been trained in new applications that Microsoft has developed.</li> </ul>
<p><b>B.4</b></p>	<p><b>Violence Against Women Act (VAWA) Goals.</b> Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.</p> <p>PRPHA provides all applicants and tenants with notice of their rights and protections under VAWA, when submitting an application for housing assistance, upon admission, or at the time of the annual re-examination.</p> <p>The notice explains the protections offered under the law, will inform each applicant or tenant of the PRPHA's confidentiality requirements, and provide contact information for the victim, local victim advocacy groups, and service providers. It will also inform of the provisions of the Law regarding the cancellation of the contract</p>

<p><b>B.5</b></p>	<p>Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p><b>HCV</b></p> <ul style="list-style-type: none"> <li>• A creation of a new program activity not contained in the current goals or the elimination of goals unless mandated by the Department of Housing and Urban Development (HUD).</li> <li>• Changes to rent or admission policies or the organization of the waiting list that would have a negative impact to existing participants or waiting list applicants.</li> </ul> <p><b>PRPHA</b></p> <p>The PRPHA's will amend or modify its agency plan upon the occurrence of any of the following events, if and only if, the events are not included in the approved annual plan during the term of the an approved plan, as it constitutes a significant amendment and substantial deviation/modification:</p> <ul style="list-style-type: none"> <li>• Changes to rent or admissions policies or organization of the waiting list;</li> <li>• Any change in regards to demolition or disposition, designation, homeownership programs or conversion activities; or</li> <li>• Addition of non-emergency work items not included in the Annual Statement or Five Year Action Plan, or change in the use of replacement reserve funds under the Capital Fund Program.</li> </ul> <p>An exception to this definition will be made if there are changes to the requirements Federal Regulations. Those changes will not be considered significant amendments.</p>
<p><b>B.6</b></p>	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) provide comments to the 5-Year PHA Plan?</p> <p>Y   N  <input checked="" type="checkbox"/>   <input type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p>See Attachment # 3</p>
<p><b>B.7</b></p>	<p><b>Certification by State or Local Officials.</b></p> <p><a href="#">Form HUD 50077-SL</a>, <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 # 4</p>