

**Affordable Housing Trust
Minutes
September 12, 2013**

In Attendance:

Members Present: George Sibley, Chair, Michael Luster, Betsy Works

Members Absent: Ruth Pino, MJ Boylan

Staff: Tom Daniel, CD Director, Deborah Laurie, Sr Project Manager

Others: David Houlden, Executive Director, Gloucester Housing Authority

The Meeting was called to order at 5:00 pm.

First item on the agenda was the minutes from the April 11, 2013 meeting, Tom informed the Board that the minutes would be available at the next meeting for approval.

David Houlden was asked to speak to the Committee regarding affordable housing. First off, he thanked the Trust for their contribution for the 10 Taylor Street Condo project that developer Carl Gardner completed. It was a high quality and a very successful project even though it was a difficult process. It was a great addition and improvement to the neighborhood. The two upper units sold for \$125K and the lower handicap unit sold for \$90K; their appraised value was \$189K and \$125K, respectively, which is a 60% discount.

The project also received HOME funds for down payment assistance which made the project for the buyer even more affordable. CPA funds were also awarded to the project for \$110,000. David mentioned that given the market and the deep subsidies needed, a project like this was unlikely to happen in the near future.

David informed the Committee that Kirk Noyes had purchased the Maplewood School and plans to do affordable Senior, over 55, homeownership units. Over 55 elderly homeownership units is a need identified in the five year plans for the Housing Authority and the City's Consolidated Plan.

Also, the Housing Authority has two affordable housing projects that are in great need of capital improvements, however, the State has not been able to set aside funding for capital improvements. The authority has applied for a feasibility study funding from DHCD.

These two elderly housing projects lack any handicapped units and all are in need of modifications. They were built in 1969 and have not been updated since they were built. New bathrooms, kitchen and complete electrical upgrades are needed. As of now the repairs exceed 30% of the value of the housing. Lincoln and Poplar Park are most in need of the upgrades. These are elderly housing with 13.5% units for handicapped clients.

David handed a section of their housing report which spoke about the basic housing needs in Gloucester. Page 3 of the report in the box to the right identifies the housing needs for the period 2010-2014 (see attached report). Three areas in particular are in shortage: affordable rentals, barrier free units and 1-2 bedroom units.

Most clients have to relocate in order to receive a unit that fits their needs. Housing authority has no preference or ranking for disabled individuals. The average wait for a handicap unit is five years.

Two bedroom units are in shortage. There is a large stock of 3 to 4 bedroom units which are no longer in demand due to size of families from previous generations being larger than those of today's average family size. Great need for moms with one or two children.

Third most needed is Affordable Assisted Living units. People go from independent living to a nursing home; there are no in between affordable options. This has been an identified need going back 10 years. Sam Park, owner of Gloucester Crossing, has plans for an Assisted Living; however, a number of issues including the economy have delayed this project.

On the market rate side, it is very difficult to get financing coupled with the issue of deep federal cuts for housing. Another option section 8 project based affordable housing was also closed out by the feds. There are a couple of project based projects in Gloucester; Pond View Village and Action's shelter addition.

Tom asked Mr. Houlden if it was difficult to receive funding for project based units. David informed him that HUD requirements were not as difficult compared to other federal funding sources.

General discussion among the Trust members regarding assisted living and how Gloucester again lacks affordable units for this type of housing. Gloucester has over 55 housing but it is too expensive and too large. Most elderly people are looking to downsize, not increase their living square footage. Units between 900 to 1300 sq. ft. and approximately between \$250K and \$400K would be most desirable. They spoke of the units in Rowley which are approximately \$150K less than Gloucester. Also, Gloucester lacks one level units for clients with mobility issues.

The question was raised "how can Gloucester fill the gap".

The consensus is that it will take public, private and nonprofit agencies to work together and the community consensus to make a project viable. Harborlight is one agency that has made it work in other communities. Partnering with the Housing Authority and the Conservation Agency to make the process of developing easier and other agencies such as Greenbelt could help.

Among the benefits of the Housing Trust are that there is a degree of flexibility and also when a project is awarded funds it helps leverage other funding. Local commitment is very important when seeking other grants and funding to make a project viable.

Discussion of how the CPA and the Housing Trust could work together to make the process a little easier. If the CPA 10% of housing funds was given over to the Trust, it would streamline the process due to the fact the Trust only takes approximately two to three months to approve a project, compared to the CPA's process, which can take at least nine to ten months. By funding the Trust with CPA funds, more funds could be awarded to a project and it would be a time saving process and would cut down on the overall cost of the project. As it stands now a developer would need to go before both committees and the City Council with the same application and project, which is very time consuming and costly.

It was asked of the Committee if Mr. Bill Dugan, CPA member and representative for housing on the committee could attend the next Affordable Trust meeting to discuss this option of receiving CPA funds on a yearly basis. Debbie will invite Mr. Dugan to the next meeting.

Also, Mr. Sibley will pursue applying for CPA funds in the next round and requested that a CPA application be sent to him.

Other possible project sites and potential projects were discussed.

Meeting adjourned at 6:20 pm

Respectfully submitted
Deborah Laurie, Senior Project Manager for CDBG and CPA

PHA 5-Year and Annual Plan

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing

OMB No. 2577-0226
Expires 4/30/2011

1.0	PHA Information PHA Name: <u>Gloucester Housing Authority</u> PHA Code: <u>MA025</u> PHA Type: <input checked="" type="checkbox"/> Small <input checked="" type="checkbox"/> High Performing <input type="checkbox"/> Standard <input type="checkbox"/> HCV (Section 8) PHA Fiscal Year Beginning: (MM/YYYY): <u>07/01/2013</u>				
2.0	Inventory (based on ACC units at time of FY beginning in 1.0 above) Number of PH units: <u>89</u> Number of HCV units: <u>633</u>				
3.0	Submission Type <input type="checkbox"/> 5-Year and Annual Plan <input checked="" type="checkbox"/> Annual Plan Only <input type="checkbox"/> 5-Year Plan Only				
4.0	PHA Consortia <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below.)				
	Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program
	PHA 1:				PH HCV
	PHA 2:				
	PHA 3:				
5.0	5-Year Plan. Complete items 5.1 and 5.2 only at 5-Year Plan update.				
5.1	Mission. 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: Annual Plan Submission – Not Required				
5.2	Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. Annual Plan Submission – Not Required				
6.0	PHA Plan Update (a) Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission: <ul style="list-style-type: none"> ▪ Eligibility, Selection and Administrative Policies – specifically local, natural disaster and domestic violence preference definitions. ▪ Flat Rent Schedule ▪ Bank Passbook Rate ▪ Utility Allowance Schedule ▪ Financial Resources ▪ Financial Audit ▪ Interim Recertifications ▪ Bedroom Assignment ▪ Moves with Continued Assistance ▪ Termination of Assistance (b) Identify the specific location(s) where the public may obtain copies of the 5-Year and Annual PHA Plan. For a complete list of PHA Plan elements, see Section 6.0 of the instructions. <ul style="list-style-type: none"> ▪ Gloucester Housing Authority – Main Office, 259 Washington Street, Gloucester MA ▪ Sawyer Free Library, 2 Dale Avenue, Gloucester MA ▪ Gloucester Housing Authority website: www.ghama.com 				

Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers. *Include statements related to these programs as applicable.*

Demolition/Disposition/Development Activities

The GHA may submit a Section 32 Application or other Homeownership Plan for some or all of its scattered-site Public Housing Units.
 The GHA may revise its 5(H) Homeownership Plan to include some, or all, of its scattered-site units.
 The GHA may submit a disposition application for some, or all, of its scattered-site units.
 The GHA may submit a development plan for additional Public Housing units within its "Faircloth Limit".
 The GHA may submit a waiver request to HUD to attach Project-based HCV subsidy to GHA owned units
 The GHA intends to use its five-year Replacement Housing Grants to acquire or build up to 4 units of Federal Public Housing.
 The GHA may develop other housing that addresses the housing needs identified in Section 9.0.

Section 8 Homeownership Option

The GHA will also continue to administer a Section 8 Homeownership program pursuant to Section 8(y) of the U.S.H.A. of 1937, as implemented by 24 CFR part 982. The GHA will limit the maximum number of participants this fiscal year to 50 and has adopted the following eligibility criteria for participation in its Section 8 Homeownership Option program in addition to HUD criteria:

- 1) Minimum income limits for non-elderly/disabled households must be above 30% of HUD defined income limits for the Boston PMSA.
- 2) Non-elderly/disabled households must be enrolled in FSS for at least one year, or document that they meet all other requirements.
- 3) 3% Down-payment requirement from family's own resources unless they are an eligible elderly/disabled household.
- 4) Credit report for individual applying for mortgage cannot have any unsatisfied collection accounts/liens or show any late payments for the 12-month period prior to voucher issuance.

The GHA will undertake the following actions to implement the program this year:

- 1) The GHA will continue to work with FSS participants, working families and elderly/disabled households with homeownership interest to meet the minimum homeownership requirements.
- 2) The GHA will continue to market the program to lending institutions.
- 3) The GHA will continue to offer pre-ownership, post-ownership and foreclosure prevention counseling in-house to assist participants exceeding purchase counseling requirements.

7.0

The PHA has demonstrated its capacity to administer the program by:

- Establishing a minimum homeowner down payment requirement of at least 3 percent of purchase price and requiring that at least 1 percent of the purchase price come from the family's resources.
- Requiring that financing for purchase of a home under its Section 8 homeownership will be provided, insured or guaranteed by the state or Federal government; comply with secondary mortgage market underwriting requirements; or comply with generally accepted private sector underwriting standards.
- Partnering with a qualified agency or agencies to administer the program (list name(s) and years of experience below):
- Demonstrating that it has other relevant experience (list experience below):
 - 1) The GHA has operated the 5(h) Homeownership Option and other Homeownership Programs for the past 13 years.
 - 2) The GHA's Homeownership Pre-purchase, post-purchase and foreclosure prevention counseling programs are certified and are the recipient of the Massachusetts Homeownership Seal of Approval (See narrative under Section 10 below)

Use of the Project-Based Voucher Program

Yes No: Does the PHA plan to "project-base" any tenant-based Section 8 vouchers in the coming year?

1. Yes No: Are there circumstances indicating that the project basing of the units, rather than tenant-basing of the same amount of assistance is an appropriate option? If yes, check which circumstances apply:

- low utilization rate for vouchers due to lack of suitable rental units
- access to neighborhoods outside of high poverty areas
- other (describe below :) Housing types for populations identified in the "Housing Needs" section of this plan.

2. Indicate the number of units and general location of units (e.g. eligible census tracts or smaller areas within eligible census tracts):
 10 Dale Avenue, Gloucester, MA (20 Units) – eligible census tract
 147 Essex Avenue, Gloucester, MA (8 Units) – eligible census tract
 375 Main Street, Gloucester (4 Units) – eligible census tract
 Various units in buildings being rehabilitated or constructed through funding by the City of Gloucester, or other competitive funding supported in writing by the Mayor of the City of Gloucester including GHA-owned units (40 unit max annually).

8.0

Capital Improvements. Please complete Parts 8.1 through 8.3, as applicable. - See Below

8.1

Capital Fund Program Annual Statement/Performance and Evaluation Report. As part of the PHA 5-Year and Annual Plan, annually complete and submit the *Capital Fund Program Annual Statement/Performance and Evaluation Report*, form HUD-50075.1, for each current and open CFP grant and CFFP financing. - See Below

8.2

Capital Fund Program Five-Year Action Plan. As part of the submission of the Annual Plan, PHAs must complete and submit the *Capital Fund Program Five-Year Action Plan*, form HUD-50075.2, and subsequent annual updates (on a rolling basis, e.g., drop current year, and add latest year for a five year period). Large capital items must be included in the Five-Year Action Plan. - See Below

8.3

Capital Fund Financing Program (CFFP).

Check if the PHA proposes to use any portion of its Capital Fund Program (CFP)/Replacement Housing Factor (RHF) to repay debt incurred to finance capital improvements.

Housing Needs. Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, make a reasonable effort to identify the housing needs of the low-income, very low-income, and extremely low-income families who reside in the jurisdiction served by the PHA, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the public housing and Section 8 tenant-based assistance waiting lists. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location.

City of Gloucester (2010 Census)

Total Population 28,789
 Percentage of households 80% AMI 12.8%
 Percentage of households 50% AMI 14.9%
 Percentage of households 30% AMI 15.8%

Population by Race

White 95.7%
 Black or African American .8%
 Native American .1%
 Asian .9%
 Native Hawaiian/Pacific Islander .1%
 More than 1 Race 2.4%

Population by Ethnicity

Hispanic or Latino 2.7%
 Non-Hispanic or Latino 97.3%

Elderly Households 29.1%
 Non-elderly Disabled Households 16.9%
 Families with Children 23.8%

Federal Public Housing Waiting List

Total Applicants 301
 Total Local Applicants 90
 Percentage of households 80% AMI 0%
 Percentage of households 50% AMI 2.0%
 Percentage of households 30% AMI 98.0%

One Bedroom Applicants 60
 Two Bedroom Applicants 136
 Three bedroom Applicants 98
 Four Bedroom Applicants 7

Population by Race /Ethnicity

White 51.4%
 Black or African American 11.9%
 Native American .1%
 Asian 1.9%
 Native Hawaiian/Pacific Islander .1%
 Hispanic or Latino 34.6%

Elderly Households .1%
 Non-elderly Disabled Households 19.8%
 Families with Children 80.1%

Section 8 HCV Centralized Waiting List

Total Applicants 141,816
 Total Local Applicants 847
 Percentage of households 80% AMI .31%
 Percentage of households 50% AMI 4.81%
 Percentage of households 30% AMI 95.47%

Population by Race/ Ethnicity

White 45.48%
 Black or African American 21.41%
 Native American 1.65%
 Asian 3.02%
 Native Hawaiian/Pacific Islander .42%
 Hispanic or Latino 34.69%

Elderly Households 6.33%
 Non-elderly Disabled Households 33.31%
 Families with Children 34.69%

Based on current GHA waiting lists, City of Gloucester Consolidated Plan and other relevant demographics, the GHA has identified the following housing needs for the period 2010 - 2014:

- Creation of additional affordable homeownership opportunities for households below 80% AMI.
- Creation of additional affordable rental housing opportunities for households below 30% and 50% AMI.
- Creation of additional barrier-free housing for households of all income ranges.
- Creation of additional affordable housing for homeless households below 30% and 50% AMI.
- Creation of additional affordable two-bedroom units for households below 30%, 50% and 80% AMI.
- Creation of additional affordable housing for disabled households below 30% and 50% AMI.
- Creation of affordable housing for near-elderly households below 30% and 50% AMI.
- Creation of affordable assisted living for elderly households below 30%, 50% and 80% AMI
- Preservation of existing affordable housing inventory.

9.0

9.1	<p>Strategy for Addressing Housing Needs. Provide a brief 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. Note: Small, Section 8 only, and High Performing PHAs complete only for Annual Plan submission with the 5-Year Plan.</p> <ol style="list-style-type: none"> 1) Expand Supply of Housing <ol style="list-style-type: none"> a) Apply for additional rental vouchers if eligible. b) Reduce public housing vacancy days. c) Leverage private or other public resources to create additional housing opportunities identified under the GHA's approved 5 year plan at one or more locations. d) Establishment of additional Section 8 project-based units. e) Development of any housing identified under the GHA's approved 5-year plan as Federal Public Housing or other Federal, State or local housing program. 2) Improve Quality of Assisted Housing <ol style="list-style-type: none"> a) Consideration and possible implementation of "Smoke Free Housing" policy for some or all developments. b) Renovate or modernize public housing units c) Convert additional State-aided Housing units to Federal Public Housing. d) Reconfiguration of existing 3 & 4 bedroom units to 1 & 2 bedroom units to address wait list demands. e) Redevelop existing affordable housing in the community into sustainable models for future generations. f) Disposition of Scattered-site units to private developer or for homeownership. 3) Increase assisted housing choices <ol style="list-style-type: none"> a) Continue to support annual landlord outreach event. b) Expand number of Section 8 Homeownership Units c) Work with developers of assisted living units to ensure affordable component to address local need. d) Development of additional homeownership housing opportunities for disabled households to address local need. 4) Promote self-sufficiency and asset development of families and individuals <ol style="list-style-type: none"> a) Increase number of families assisted under HCV Self-sufficiency Program b) Increase number of households provided with homeownership education c) Increase number of ROSS assisted households. d) Convert existing Public Housing units to homeownership. e) Increase the number and percentage of employed persons in assisted families. f) Attract new supportive services to improve assistance recipients' employability g) Continue supportive services to increase independence for the elderly and disabled. 5) Ensure equal opportunity and affirmatively further fair housing <ol style="list-style-type: none"> a) Provide additional Fair Housing Training for all field level staff. b) Continued participation as a member of the City of Gloucester fair Housing Committee c) Continued participation in the North Shore HOME Consortium Continuum of Care. d) Update Section 504 Plan e) Continuation of Homeownership Education and Foreclosure Prevention efforts.
10.0	<p>Additional Information. Describe the following, as well as any additional information HUD has requested.</p> <p>(a) Progress in Meeting Mission and Goals. Provide a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year Plan. -- See Below</p> <p>(b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA's definition of "significant amendment" and "substantial deviation/modification" --</p> <p>The GHA hereby defines significant amendment or modification as any change in policy, which significantly and substantially alters the Authority's stated mission and the persons the Authority serves. Discretionary or administrative amendments consistent with the Authority's stated overall mission and basic objectives will not be considered a significant amendment or modification.</p>
11.0	<p>Required Submission for HUD Field Office Review. In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. Note: Faxed copies of these documents will not be accepted by the Field Office.</p> <ol style="list-style-type: none"> (a) Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i> (which includes all certifications relating to Civil Rights) (b) Form HUD-50070, <i>Certification for a Drug-Free Workplace</i> (PHAs receiving CFP grants only) (c) Form HUD-50071, <i>Certification of Payments to Influence Federal Transactions</i> (PHAs receiving CFP grants only) (d) Form SF-LLL, <i>Disclosure of Lobbying Activities</i> (PHAs receiving CFP grants only) (e) Form SF-LLL-A, <i>Disclosure of Lobbying Activities Continuation Sheet</i> (PHAs receiving CFP grants only) (f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations. (g) Challenged Elements (h) Form HUD-50075.1, <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> (PHAs receiving CFP grants only) (i) Form HUD-50075.2, <i>Capital Fund Program Five-Year Action Plan</i> (PHAs receiving CFP grants only) <p>All attached - See Below</p>

10.0 Additional Information. Describe the following, as well as any additional information HUD has requested.

(a) Progress in Meeting Mission and Goals. Provide a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year Plan. -- See Below

DEVELOPMENT

Taylor Street Homeownership Development

On October 18, 2012 Gardner Company received the Certificate of Occupancy for the 3 Affordable Condominiums at 10 Taylor Street. The GHA had transferred ownership of the former Federal Public Housing site in late 2011 to private developer Carl Gardner of Ipswich to build the three permanently affordable homeownership units. In spite of the difficult economic climate, the GHA was successful in assisting Mr. Gardner securing a \$110,000 grant from the City of Gloucester Community Preservation Committee, a \$30,000 grant from the Gloucester Affordable Housing Trust and a \$60,000 grant from the North Shore HOME Consortium to augment his \$300,000 construction financing from Bank Gloucester. The two 2 + bedroom units with harbor view lofts were sold to qualified buyers through a lottery for \$125,000 and the ADA accessible 1 bedroom unit will be sold in early 2013 to a qualified buyer for \$90,000.

CAPITAL IMPROVEMENTS

Federal Public Housing Capital Improvements

The GHA completed the following Capital Improvement activities at its Federal Public Housing properties during the past year:

<u>Project</u>	<u>Location</u>	<u>Cost</u>
Flat Roof Replacement, Bathroom Ventilation & Community Building Entrance Improvements	Willowood Gardens	\$246,500
Lead Paint Abatement	Willowood Gardens	<u>\$ 12,000</u>
Total Federal Capital Investment		\$258,500

State-aided Housing Capital Improvements

The GHA completed the following Capital Improvement activities at its State Public Housing properties during the past year:

<u>Project</u>	<u>Location</u>	<u>Cost</u>
Roof Replacement (Phase 2)	200-1 Riverdale	\$115,000
Gutter Removal/Fascia Repair	667-2 Poplar Park	\$ 12,500
Stove Replacement	667-4 McPherson Park	\$ 21,000
Roof Replacement/HVAC Air make-up unit	667-5 Sheedy Building	\$281,568
Heating System Replacement	667-5 Sheedy Building	\$189,366
Emergency Generator Replacement	667-5 Sheedy Building	\$ 35,000
Refrigerator Replacement	667-5 Sheedy Building	\$ 45,036
Refrigerator Replacement	667-6 Clark Building	\$ 31,136
Common Area Flooring	667-6 Clark Building	\$ 33,646
Heating System Replacement	667-6 Clark Building	\$ 93,668
Fire Alarm Upgrade	667-6 Clark Building	\$ 8,447
Low-flow toilet installation	667-6 Clark Building	\$ 8,890
Roof Replacement & Exterior painting	689-1 Hillcrest	<u>\$ 47,500</u>
Total State Capital Investment		\$922,757

PROGRAM DEVELOPMENT

Cape Ann Homeownership Center

The Homeownership Center assisted 162 new households in 2012 the majority of whom (85 households) were seeking to purchase their first home. The GHA's Homeownership Specialist Kathy Erkkila continues to provide her accredited pre-purchase and post-purchase homebuyer courses two times each in 2012. The Center also continued as a certified MHP HomeSafe Agency assisting dozens of struggling homeowners. We remain grateful to local bankers, realtors, attorneys, insurance agents and inspectors who provide guidance at these sessions.

Foreclosure Prevention again dominated the Center's activities in the first half 2012, but the Center's efforts seemed to pay off in the second half of the year with a dramatic decrease in foreclosure cases and foreclosure petitions for the area. The center was able to address the complexity of the foreclosure caseload thanks to its strong partnership with Neighborhood of Affordable Housing (NOAH) and the efforts of volunteer counselor Frank Crotty, who entered his second year with the GHA. The GHA also co-sponsored foreclosure clinics with Neighborhood Legal Services including one held in Rockport that was particularly well attended.

This program is funded through the generous support of the State Division of Banks, Massachusetts Housing Partnership, City of Gloucester CDBG Program, Town of Rockport CPA and local banks.

RESIDENT SERVICES

Housing First

The grant-funded HFI Program completed its fifth year in 2012. Under HFI the GHA pledges the assignment of 12 units to families referred from state-funded emergency shelters. The State provides a grant to the GHA to fund a full-time Case Manager for the program. The Case Manager works closely with the GHA's Assistant Director of Resident & Support Services Elizabeth Auwerda and Riverdale Public Housing Manager Jodi Wall to provide ongoing support and stabilization resources for program families. Individual service plans are designed to address resident's needs and to preserve tenancies. Currently 41 families have completed the program and moved onto full tenancies. There were 18 families in case management in 2012 and 9 families completed from HFI in 2012 and the program continues to maintain a 96% success rate.

Resident Opportunity and Self-sufficiency (ROSS) Program

The GHA was one of a handful of New England Housing Authorities to receive a highly competitive ROSS grant from HUD in 2011. This 3-year grant enabled the GHA to hire Danielle Doody as a service coordinator to work directly with residents of our Willowood Gardens, Arthur Street and Scattered-site developments assessing their need to connect with educational opportunities, job training and placement programs and/or computer and financial literacy services to progress toward achieving economic independence. For an elderly or disabled resident, the service coordinator arranges supportive services that allow them to maintain their independent lifestyle. Danielle works in tandem with Housing Manager Maureen Dexter to improve the quality of life at our Federal Public Housing Developments. The program assisted 29 households in its second year.

Family Self-sufficiency (FSS) Program

Elizabeth Auwerda continues to provide support and assistance to 28 Section 8 households as they work towards building escrow funds to eliminate their need for assistance and move towards homeownership. Currently 10 residents are employed full-time, 10 work part-time and the remainder are furthering their education. The majority of FSS participants have increased their earned income and accumulated an average escrow savings of \$3,667/household. Four families graduated from FSS in 2012 with one moving on to homeownership. The average escrow award to the 2012 graduating families was \$7,361.

Senior Supportive Housing

The Supportive Senior Housing Initiative seeks to bring some of the benefits of assisted living developments to the residents of McPherson Park. Jointly developed by DHCD and the Executive Office of Elder Affairs, the program seeks to help seniors maintain their independence and "age in place" by providing better access to supportive services such as case management, 24-hour on-site personal care staff, housekeeping, a daily meals program, medication reminders, transportation, shopping and laundry service to elders. Senior Care's Nancy Orne currently assists over 50% of the building's residents with their needs. Referrals to this program are made by the GHA's Housing Manager Karen Carter.

Homework Program

Thirteen dedicated volunteers from the Assembly of God Church provide one-on-one tutoring and homework help to students at Riverdale Park. The volunteers also serve as role models and counselors to the youth. An average of 13 children received weekly help in 2012, with a greater number working with adults on special school projects. We are very grateful to the commitment of these dedicated volunteers.

COMMUNITY PARTNERSHIPS

Gloucester Fair Housing Committee

The City of Gloucester Grant's Department established a Fair Housing Committee to conduct an analysis of impediments to fair housing within the community. Executive Director David Houlden meets regularly with other stakeholders to identify impediments and develop strategies to further fair housing efforts within the City. A final report will be submitted to Mayor Carolyn Kirk in 2013.

High Risk Task Force

Mr. Houlden also meets monthly with representatives from the City of Gloucester Board of Health, Fire, Police, DMH, Grace Center, Action and Addison Gilbert Hospital to develop strategies to address the needs of chronically homeless individuals within the City of Gloucester. The group's unique collaboration fostered many positive outcomes and ultimately aims to develop a comprehensive strategy to address the needs of the homeless community.

The Open Door

Collaborations with the Open Door always bring wonderful benefits to our residents. The *Mobile Market* provides residents at all of our Family Housing Developments with access to free fruits and vegetables on a weekly basis. Markets include a distribution of fresh produce from local farms, wholesale markets, food banks, and grocery stores; cooking demonstrations, samples and recipes. Residents of each neighborhood or community volunteer their own time to make the market a success. The *Summer Lunch Program* brings nutritious meals to the children in our developments during summer school vacation and served 1804 meals in 2012. The GHA employed 5 of our residents to run the program under the supervision of Elizabeth Auwerda and Danielle Doody. These activities foster a strong supportive community in our developments and are utilized by over 70% of our residents.

Cape Ann Resource Exchange (CARE) The Executive Director David Houlden and members of the Resident & Support Services staff continue to meet every other month with representatives from over 30 Cape Ann social service providers to discuss issues facing low income households of Cape Ann and share community resources that will assist these households.

Hoarding Task Force

GHA representatives also meet monthly with representatives from the City of Gloucester Board of Health, Fire & Building Departments, Senior Care and other interested parties in establishing protocols to address hoarding issues within the City. The Task Force has released a brochure, provided support to agencies for multiple hoarding cases and will offer training to owners of multi-family properties.

Coalition for the Prevention of Domestic Abuse (CPDA)

CPDA completed its 13th year as an active, multi-agency group working diligently to support the efforts of HAWC (Healing Abuse Working for Change) and all those who struggle with the terrible challenges of domestic violence. During this past year CPDA worked to increase positive communication with the Gloucester Police Department, the Essex County District Attorney, Gloucester District Court and other area agencies

North Shore HOME Consortium Continuum of Care

The McKinney funded SRO Programs at the YMCA, Moore's Way and Prospect Street became Hearth Act Programs in 2012. The GHA meets monthly with homeless providers from the 30 communities that make up the North Shore HOME Consortium to develop plans, strategies and evaluate programs aimed at assisting homeless families and individuals in the region

Healthy Gloucester Collaborative

The GHA's Sharon Fortado is a representative to the HGC Substance Abuse Prevention & Opiate Awareness committees. The HGC received a \$25,000 grant this year from the Department of Public Health to strengthen positive youth development and leadership which led to local needs producing a short film "Out Town - Gloucester through the Eyes of Youth". One major objective for the HGC is combating misnomers concerning marijuana and prescription drug use within the community.

Elder TRIAD

Working closely with Essex County District Attorney's office, the TRIAD designed a new brochure and launched a website to increase elder awareness of the following programs offered by the committee's volunteers: Yellow Dot, File of Life, Medication Disposal, House Numbering and Emergency Bags.

Backyard Growers

The residents of the McPherson Building participated in the Cape Ann Farmer's Market Backyard Growers program spearheaded by Lara Lepionka for a second year. This exciting volunteer program helps our residents build and maintain a sustainable vegetable garden in the front of the building. The Backyard Growers group provided the raised beds, compost, garden installation, seedlings, seeds and necessary guidance. Our residents helped with the installation of the garden and did the daily and weekly maintenance. Not only did this project supply our tenants with an abundance of tasty, nutritious vegetables, but it offered a healthy and fun community activity to all those who participated. This year our senior farmer's doubled their acreage and harvested a bountiful crop.

10.0 (c) Description of (1) any activities, services, or programs provided or offered by an agency, either directly or in partnership with other service providers, to child or adult victims of domestic violence, dating violence, sexual assault, or stalking; (2) any activities, services, or programs provided or offered that helps child or adult victims of domestic violence, dating violence, sexual assault, or stalking to obtain or maintain housing; (3) any activities, services, or programs provided or offered to prevent domestic violence, dating violence, sexual assault, and stalking, or to enhance victim safety in assisted families. PHA's are also encouraged to describe in its VAWA statement the PHA procedures in place that assures that tenants are notified of their rights under VAWA.

The GHA has adopted the following VAWA Policy and adhered to the domestic violence protocol which follows the policy:

GLOUCESTER HOUSING AUTHORITY VIOLENCE AGAINST WOMEN ACT (VAWA) POLICY

I. PURPOSE AND APPLICABILITY

THE PURPOSE OF THIS POLICY (HEREIN CALLED "POLICY") IS TO IMPLEMENT THE APPLICABLE PROVISIONS OF THE VIOLENCE AGAINST WOMEN AND DEPARTMENT OF JUSTICE REAUTHORIZATION ACT OF 2005 (PUB. L. 109-162) AND MORE GENERALLY TO SET FORTH GHA'S POLICIES AND PROCEDURES REGARDING DOMESTIC VIOLENCE, DATING VIOLENCE, AND STALKING, AS HEREINAFTER DEFINED.

This Policy shall be applicable to the administration by GHA of all federally subsidized public housing and Section 8 rental assistance under the United States Housing Act of 1937 (42 U.S.C. §1437 *et seq.*). Notwithstanding its title, this policy is gender-neutral, and its protections are available to males who are victims of domestic violence, dating violence, or stalking as well as female victims of such violence.

II. GOALS AND OBJECTIVES

This Policy has the following principal goals and objectives:

- A. Maintaining compliance with all applicable legal requirements imposed by VAWA;
- B. Ensuring the physical safety of victims of actual or threatened domestic violence, dating violence, or stalking who are assisted by GHA;
- C. Providing and maintaining housing opportunities for victims of domestic violence dating violence, or stalking;
- D. Creating and maintaining collaborative arrangements between GHA, law enforcement authorities, victim service providers, and others to promote the safety and well-being of victims of actual and threatened domestic violence, dating violence and stalking, who are assisted by GHA; and
- E. Taking appropriate action in response to an incident or incidents of domestic violence, dating violence, or stalking, affecting individuals assisted by GHA.

III. Other GHA Policies and Procedures

This Policy shall be referenced in and attached to GHA's Five-Year Public Housing Agency Plan and shall be incorporated in and made a part of GHA's Admissions and Continued Occupancy Policy and the GHA's Section 8 Administrative Plan. GHA's annual public housing agency plan shall also contain information concerning GHA's activities, services or programs relating to domestic violence, dating violence, and stalking. To the extent any provision of this policy shall vary or contradict any previously adopted policy or procedure of GHA, the provisions of this Policy shall prevail.

IV. DEFINITIONS

As used in this Policy:

A. *Domestic Violence* -- The term 'domestic violence' includes felony or misdemeanor crimes of violence committed by a current or former spouse of the victim, by a person with whom the victim shares a child in common, by a person who is cohabiting with or has cohabited with the victim as a spouse, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction."

B. *Dating Violence* -- means violence committed by a person--

- (A) who is or has been in a social relationship of a romantic or intimate nature with the victim; and
- (B) where the existence of such a relationship shall be determined based on a consideration of the following factors:

- (i) The length of the relationship.
- (ii) The type of relationship.
- (iii) The frequency of interaction between the persons involved in the relationship.

(A) (i) to follow, pursue, or repeatedly commit acts with the intent to kill, injure, harass, or intimidate another person; and (ii) to place under surveillance with the intent to kill, injure, harass or intimidate another person; and

(B) in the course of, or as a result of, such following, pursuit, surveillance or repeatedly committed acts, to place a person in reasonable fear of the death of, or serious bodily injury to, or to cause substantial emotional harm to --

- (i) that person;
- (ii) a member of the immediate family of that person; or
- (iii) the spouse or intimate partner of that person;

D. *Immediate Family Member* - means, with respect to a person --

- (A) a spouse, parent, brother, sister, or child of that person, or an individual to whom that person stands in loco parentis; or
- (B) any other person living in the household of that person and related to that person by blood or marriage.

E. *Perpetrator* -- means person who commits an act of domestic violence, dating violence or stalking against a victim.

V. ADMISSIONS AND SCREENING

A. *Non-Denial of Assistance*. GHA will not deny admission to public housing or to the Section 8 rental assistance program to any person because that person is or has been a victim of domestic violence, dating violence, or stalking, provided that such person is otherwise qualified for such admission.

B. *Mitigation of Disqualifying Information*. When so requested in writing by an applicant for assistance whose history includes incidents in which the applicant was a victim of domestic violence, GHA, may but shall not be obligated to, take such information into account in mitigation of potentially disqualifying information, such as poor credit history or previous damage to a dwelling. If requested by an applicant to take such mitigating information into account, GHA shall be entitled to conduct such inquiries as are reasonably necessary to verify the claimed history of domestic violence and its probable relevance to the potentially disqualifying information. GHA will not disregard or mitigate potentially disqualifying information if the applicant household includes a perpetrator of a previous incident or incidents of domestic violence.

VI. TERMINATION OF TENANCY OR ASSISTANCE

A. *VAWA Protections*. Under VAWA, public housing residents and persons assisted under the Section 8 rental assistance program have the following specific protections, which will be observed by GHA:

1. An incident or incidents of actual or threatened domestic violence, dating violence, or stalking will not be considered to be a "serious or repeated" violation of the lease by the victim or threatened victim of that violence and will not be good cause for terminating the tenancy or occupancy rights of or assistance to the victim of that violence.
2. In addition to the foregoing, tenancy or assistance will not be terminated by GHA as a result of criminal activity, if that criminal activity is directly related to domestic violence, dating violence or stalking engaged in by a member of the assisted household, a guest or another person under the tenant's control, and the tenant or an immediate family member is the victim or threatened victim of this criminal activity. However, the protection against termination of tenancy or assistance described in this paragraph is subject to the following limitations:

- (a) Nothing contained in this paragraph shall limit any otherwise available authority of GHA or a Section 8 owner or manager to terminate tenancy, evict, or to terminate assistance, as the case may be, for any violation of a lease or program requirement not premised on the act or acts of domestic violence, dating violence, or stalking in question against the tenant or a member of the tenant's household. However, in taking any such action, neither GHA nor a Section 8 manager or owner may apply a more demanding standard to the victim of domestic violence dating violence or stalking than that applied to other tenants.
- (b) Nothing contained in this paragraph shall be construed to limit the authority of GHA or a Section 8 owner or manager to evict or terminate from assistance any tenant or lawful applicant if the owner, manager or GHA, as the case may be, can demonstrate an actual and imminent threat to other tenants or to those employed at or providing service to the property, if the tenant is not evicted or terminated from assistance.

B. *Removal of Perpetrator*. Further, notwithstanding anything in paragraph VI.A.2. or Federal, State or local law to the contrary, GHA or a Section 8 owner or manager, as the case may be, may bifurcate a lease, or remove a household member from a lease, without regard to whether a household member is a signatory to a lease, in order to evict, remove, terminate occupancy rights, or terminate assistance to any individual who is a tenant or lawful occupant and who engages in acts of physical violence against family members or others. Such action against the perpetrator of such physical violence may be taken without evicting, removing, terminating assistance to, or otherwise penalizing the victim of such violence who is also the tenant or a lawful occupant. Such eviction, removal, termination of occupancy rights, or termination of assistance shall be effected in accordance with the procedures prescribed by law applicable to terminations of tenancy and evictions by GHA. Leases used for all public housing operated by GHA and, at the option of Section 8 owners or managers, leases for dwelling units occupied by families assisted with Section 8 rental assistance administered by GHA, shall contain provisions setting forth the substance of this paragraph.

VII. VERIFICATION

A. *Requirement for Verification*. The law allows, but does not require, GHA or a section 8 owner or manager to verify that an incident or incidents of actual or threatened domestic violence, dating violence, or stalking claimed by a tenant or other lawful occupant is bona fide and meets the requirements of the applicable definitions set forth in this policy. Subject only to waiver as provided in paragraph VII. C., GHA shall require verification in all cases where an individual claims protection against an action involving such individual proposed to be taken by GHA. Section 8 owners or managers receiving rental assistance administered by GHA may elect to require verification, or not to require it as permitted under applicable law.

Verification of a claimed incident or incidents of actual or threatened domestic violence, dating violence or stalking may be accomplished in one of the following three ways:

1. *HUD-approved form* - by providing to GHA or to the requesting Section 8 owner or manager a written certification, on a form approved by the U.S. Department of Housing and Urban Development (HUD), that the individual is a victim of domestic violence, dating violence or stalking that the incident or incidents in question are bona fide incidents of actual or threatened abuse meeting the requirements of the applicable definition(s) set forth in this policy. The incident or incidents in question must be described in reasonable detail as required in the HUD-approved form, and the completed certification must include the name of the perpetrator.
2. *Other documentation* - by providing to GHA or to the requesting Section 8 owner or manager documentation signed by an employee, agent, or volunteer of a victim service provider, an attorney, or a medical professional, from whom the victim has sought assistance in addressing the domestic violence, dating violence or stalking, or the effects of the abuse, described in such documentation. The professional providing the documentation must sign and attest under penalty of perjury (28 U.S.C. 1746) to the professional's belief that the incident or incidents in question are bona fide incidents of abuse meeting the requirements of the applicable definition(s) set forth in this policy. The victim of the incident or incidents of domestic violence, dating violence or stalking described in the documentation must also sign and attest to the documentation under penalty of perjury.

3. *Police or court record* -- by providing to GHA or to the requesting Section 8 owner or manager a Federal, State, tribal, territorial, or local police or court record describing the incident or incidents in question.

B. *Time allowed to provide verification/failure to provide.* An individual who claims protection against adverse action based on an incident or incidents of actual or threatened domestic violence, dating violence or stalking, and who is requested by GHA, or a Section 8 owner or manager to provide verification, must provide such verification within 14 business days (*i.e.*, 14 calendar days, excluding Saturdays, Sundays, and federally-recognized holidays) after receipt of the request for verification. Failure to provide verification, in proper form within such time will result in loss of protection under VAWA and this policy against a proposed adverse action.

C. *Waiver of verification requirement.* The Executive Director of GHA, or a Section 8 owner or manager, may, with respect to any specific case, waive the above-stated requirements for verification and provide the benefits of this policy based on the victim's statement or other corroborating evidence. Such waiver may be granted in the sole discretion of the Executive Director, owner or manager. Any such waiver must be in writing. Waiver in a particular instance or instances shall not operate as precedent for, or create any right to, waiver in any other case or cases, regardless of similarity in circumstances.

VIII. Confidentiality

A. *Right of confidentiality.* All information (including the fact that an individual is a victim of domestic violence, dating violence or stalking) provided to GHA or to a Section 8 owner or manager in connection with a verification required under section VII of this policy or provided in lieu of such verification where a waiver of verification is granted, shall be retained by the receiving party in confidence and shall neither be entered in any shared database nor provided to any related entity, except where disclosure is:

1. requested or consented to by the individual in writing, or
2. required for use in a public housing eviction proceeding or in connection with termination of Section 8 assistance, as permitted in VAWA, or
3. otherwise required by applicable law.

B. *Notification of rights.* All tenants of public housing and tenants participating in the Section 8 rental assistance program administered by GHA shall be notified in writing concerning their right to confidentiality and the limits on such rights to confidentiality.

C. *Security.* All information pertaining to the fact that an individual is a victim of domestic violence, dating violence or stalking shall be maintained separately and securely by the Resident Services Department unless such information is subject to the disclosure exceptions noted in this section.

IX. Transfer to New Residence

A. *Application for transfer.* In situations that involve significant risk of violent harm to an individual as a result of previous incidents or threats of domestic violence, dating violence, or stalking, GHA will, if an approved unit size is available at a location that may reduce the risk of harm, approve transfer by a public housing or Section 8 tenant to a different unit in order to reduce the level of risk to the individual. A tenant who requests transfer must attest in such application that the requested transfer is necessary to protect the health or safety of the tenant or another member of the household who is or was the victim of domestic violence dating violence or stalking and who reasonably believes that the tenant or other household member will be imminently threatened by harm from further violence if the individual remains in the present dwelling unit.

B. *Action on applications.* GHA will act upon such an application promptly.

C. *No right to transfer.* GHA will make every effort to accommodate requests for transfer when suitable alternative vacant units are available and the circumstances warrant such action. However, except with respect to portability of Section 8 assistance as provided in paragraph IX. E. below the decision to grant or refuse to grant a transfer shall lie within the sole discretion of GHA, and this policy does not create any right on the part of any applicant to be granted a transfer.

D. *Family rent obligations.* If a family occupying GHA public housing moves before the expiration of the lease term in order to protect the health or safety of a household member, the family will remain liable for the rent during the remainder of the lease term unless released by GHA. In cases where GHA determines that the family's decision to move was reasonable under the circumstances, GHA may wholly or partially waive rent payments and any rent owed shall be reduced by the amounts of rent collected for the remaining lease term from a tenant subsequently occupying the unit.

E. *Portability.* Notwithstanding the foregoing, a Section 8-assisted tenant will not be denied portability to a unit located in another jurisdiction (notwithstanding the term of the tenant's existing lease has not expired, or the family has not occupied the unit for 12 months) so long as the tenant has complied with all other requirements of the Section 8 program and has moved from the unit in order to protect a health or safety of an individual member of the household who is or has been the victim of domestic violence dating violence or stalking and who reasonably believes that the tenant or other household member will be imminently threatened by harm from further violence if the individual remains in the present dwelling unit.

X. COURT ORDERS/FAMILY BREAK-UP

A. *Court orders.* It is GHA's policy to honor orders entered by courts of competent jurisdiction affecting individuals assisted by GHA and their property. This includes cooperating with law enforcement authorities to enforce civil protection orders issued for the protection of victims and addressing the distribution of personal property among household members in cases where a family breaks up.

B. *Family break-up.* Other GHA policies regarding family break-up are contained in GHA's Public Housing Admissions and Continuing Occupancy Plan (ACOP) and its Section 8 Administrative Plan.

XI. RELATIONSHIPS WITH SERVICE PROVIDERS

It is the policy of GHA to cooperate with organizations and entities, both private and governmental, which provide shelter and/or services to victims of domestic violence. If GHA staff becomes aware that an individual assisted by GHA is a victim of domestic violence, dating violence or stalking, GHA will refer the victim to such providers of shelter or services as appropriate. Notwithstanding the foregoing, this Policy does not create any legal obligation requiring GHA either to maintain a relationship with any particular provider of shelter or services to victims or domestic violence or to make a referral in any particular case. GHA's annual public housing agency plan shall describe providers of shelter or services to victims of domestic violence with which GHA has referral or other cooperative relationships.

XII. NOTIFICATION

GHA shall provide written notification to applicants, tenants, and Section 8 owners and managers, concerning the rights and obligations created under VAWA relating to confidentiality, denial of assistance and, termination of tenancy or assistance at time of initial lease-up and at each annual recertification. The full policy and required forms will also be made available on the GHA's website www.ghama.com.

XIII. RELATIONSHIP WITH OTHER APPLICABLE LAWS

Neither VAWA nor this Policy implementing it shall preempt or supersede any provision of Federal, State or local law that provides greater protection than that provided under VAWA for victims of domestic violence, dating violence or stalking.

XIV. AMENDMENT

This policy may be amended from time to time by GHA as approved by the GHA Board of Commissioners.

This policy was adopted by the GHA Board of Commissioners at their February 14, 2007 Regular Meeting.

Gloucester Housing Authority Domestic Violence Protocol

All Gloucester Housing Authority employees must report any tenant incidents or threats of domestic violence or tenant family disputes that could lead to domestic violence to the Assistant Executive Director and/or the Assistant Director of Resident Services.

Upon receipt of a referral from Gloucester Housing Authority employees, police or concerned community members, tenant sponsors or tenants regarding tenants who are currently at risk of domestic violence, have a past history of domestic violence or are involved in a family dispute that could lead to domestic violence, the Resident Services Department will implement the following protocol in accordance with Gloucester Housing Authority Confidentiality Policies:

1. Contact tenant and set up an appointment to determine if perpetrator still poses a safety risk to tenant, children and other tenants who reside at GHA properties.
2. Give tenant HAWC Hotline phone number, a list of domestic violence service providers, counseling and referral materials.
3. Advise tenant that HAWC can assist them with Restraining Orders, Safety Plans, shelter placements and community services.
4. Suggest tenant seek a 'No Trespass' Order from the Assistant Executive Director of GHA to ban the perpetrator from GHA Properties.
5. Contact police for assistance when appropriate.
6. Contact DCF Hotline if children are at-risk of abuse or have been abused.
7. Advise tenant that GHA telephones are available to access community assistance and referral services.
8. Advise Assistant Executive Director and Case Manager of tenant's status.
9. Consult community service providers, if appropriate, only after obtaining a
10. Release of Confidentiality from the tenant.
11. Provide ongoing consultation to employees regarding tenants who refuse
12. domestic violence services.
13. GHA may offer Domestic Violence Workshops to education tenants.
14. GHA may offer additional Domestic Violence workshops to education staff.

Upon receipt of a referral from Gloucester Housing authority staff, police or concerned community members, the Resident Services Department will implement the following protocol regarding tenants who are currently at-risk of domestic violence, have a past history of domestic violence or a family dispute that could lead to domestic violence.

1. Immediately contact tenant and set up an appointment to evaluate safety risks for the family. *
2. Advise tenant of restraining Orders, No Trespass Orders and community services available to assist them.
3. Develop a Safety Plan with tenant of what tenant can do when they do not feel safe.
4. Give tenant referral materials on shelters, hotline numbers, counseling and HAWC. **
5. Assist tenant in obtaining domestic violence services and referrals if they need to immediately leave a dangerous situation (e.g. shelter or safe house).
6. Contact police for assistance when appropriate.
7. Provide short-term crisis intervention or counseling to tenant as appropriate.

When the Resident Services Department determines a child or tenant is at risk of abuse or currently in a situation that could lead to abuse, the following steps will be implemented:

1. Contact Case Manager and/or Assistant Executive Director to advise GHA of tenant's safety risk.
2. Provide consultations with case Managers to determine tenant's safety risk and appropriate interventions.
3. Provide consultations with community service providers after obtaining a Release of Confidentiality from the tenant.

* Do not assume tenant is safe just because tenant believes they are safe. Find out the location of the abuser.

** The Resident Services Department will not mail domestic violence information to a neither specific tenant nor leave phone messages for the tenant regarding domestic violence prior to obtaining permission from the tenant that it is safe to do so.

If a Case Manager believes that a tenant or child's safety is at risk due to domestic violence or a family dispute that could escalate into domestic violence, or if the tenant has a history of domestic violence or a police report that documents domestic violence, the following protocol will be implemented:

1. Ask if the tenant/children are safe. Do not assume the tenant/family is safe unless you have determined the location of the abuser. *
2. Advise tenant of Domestic Violence Hotline, HAWC and shelters. If tenant does not want to use local services, advise them of out-of-area services. **
3. Distribute domestic violence materials and phone numbers only after determining that it is safe for the tenant to have them.
4. Ask tenant if they would like to be referred to the Resident Services Department for consultation/referrals.
5. Remind tenant that you will assist them in seeking shelter placement at any time they feel at risk of abuse or choose to leave the abuser.
6. Remind tenant that GHA telephones are available for their use to contact domestic violence services.

If a Case Manager determines that a tenant is in immediate risk of injury and Resident Services is not available, the Case Manager will contact the following domestic violence service provider for consultation:

Chassee Golden Robinson-Nurse, Health Department
978-281-9771
or
HAWC
978-283-8642

If the Case Manager believes that children are at risk of abuse or have been abused, the Case Manager will do the following:

1. Advise the Resident Services Department of children at risk of domestic violence.
2. File a 51A with Department of Children and Families.

The GHA continues to offer a preference on its Federal Public Housing & Housing Choice Voucher Wait lists to victims of Domestic Violence.

The GHA Resident Services department participated in the following Domestic Violence services from 1/1/ 12 to 12/31/12.

- Attended monthly meetings of the Domestic Violence Coalition.
- Distributed and posted Domestic violence brochures at the GHA, Resident Services, Riverdale Youth Center, Willowood Gardens and Assembly of God Church. Also, distributed brochures to GHA staff.
- Ongoing assessment and referral of individual residents to HAWC for domestic violence counseling.
- Hosted Children's Friends and Family 12 week Healthy Healing therapy group for HFI residents and purchased reading materials.
- Eight residents with histories of domestic violence received ongoing case management.