

Rochester Housing Authority times

Dear Residents, Participants and Community Partners,

This spring, our community has been greatly impacted by the Coronavirus/COVID-19 pandemic. New York State has declared Rochester Housing Authority, and other PHA's, an essential service organization allowing us to maintain quality services for our residents and participants. As a result of the pandemic, all RHA public office locations had to be closed to walk-ins until further notice, including Leasing Operations, Public Housing and Resident services. These services remain accessible via phone and email and by emergency appointment, on a case-by-case basis.

Throughout this time, the health and safety of residents, participants and associates has been our top priority. RHA is continually working to help prevent the spread of the virus. At residential buildings and offices, all communal areas remain closed, and maintenance workers and contractors have increased deep cleaning of frequently touched surfaces including countertops, doorknobs and elevator buttons. Along with hand sanitation stations at entry points, additional signage visualizing CDC hygiene guidelines have been posted to educate residents on how to prevent the spread of infection. We ask that anyone who is, or feels, sick stay home and to contact your medical provider for guidance. It is also critically important to remain vigilant during this time and use caution when inviting people into your home; ONLY visitors essential to your care should be allowed.

Make sure your contact and emergency information are up to date with your management office to ensure you receive

notifications in a timely manner. If you need assistance, please visit our **directory** for a list of departmental contact information.

RHA is conducting regular phone check-ins for elderly residents and making connections with community support services through individual discussions and we are committed to continue keeping you informed by providing frequent updates on this situation as they become available on www.rochesterhousing.org and www.facebook.com/rochesterhousing. Additionally, we remind everyone to continue following all CDC and public health agency recommendations.

Please take care of yourself, and one another, *The Shared Leadership Team: Deputy Executive Director Mr. Shawn Burr, Compliance, Diversity, and Inclusion Officer Ms. Cynthia Herriott, Interim Director of Finance Mr. Sinclair Carrington.*

COMPLIANCE ANNUAL REPORT

The Office of Compliance, Diversity and Inclusion (CDI) recently released its Annual Report, which is public and can be found on RHA's website:

Office of Compliance Annual Report 2019

This department is responsible for ensuring compliance with Rochester Housing Authority (RHA) policies and procedures, conducting internal audits, and adherence to state, federal and local requirements. Additionally, CDI is responsible for the implementation of Affirmative Action programs, Diversity Initiatives and Federal Section 3 requirements within the organization.

Executive Briefings

**Administration
Headquarters**
675 W. Main St.,
Rochester, NY 14611
585-697-3600

**Application
Processing Center**
270 Lake Ave.,
Rochester, NY 14608
585-697-7180

**Resident Services
Center**
495 Upper Falls Blvd.,
Rochester, NY 14605
585-232-1112



ROCHESTER
Housing Authority

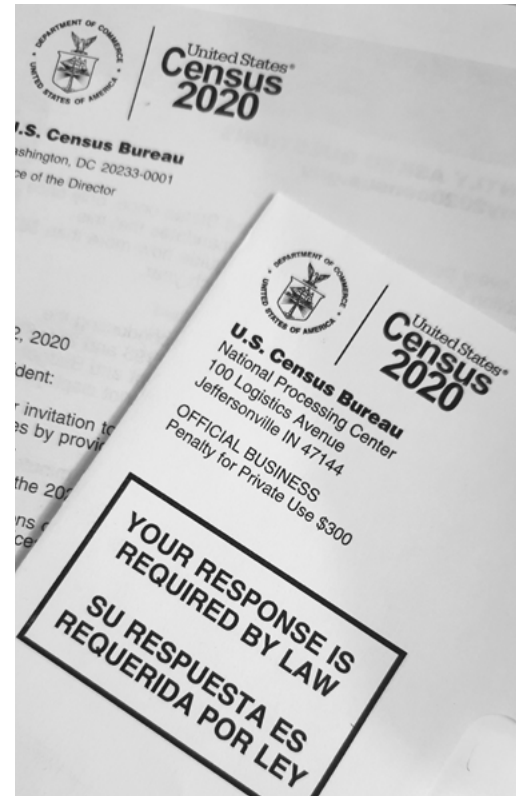
What Is the 2020 Census?

The Census is a form that counts for everyone living in the United States and five U.S. territories.

Conducted by the U.S. Census Bureau and mandated by the Constitution, the Census is sent out to families every ten years. This questionnaire takes less than ten minutes to complete and your participation is required by law. Census data is important because the information collected is used to make decisions on the needs and funding for each community. Also, the results of the Census decide the number of seats each state will have in the U.S. House of Representatives.

Each home received an invitation to respond to the Census in March. You have until July to complete and submit the form by mail or online.

Please note that your privacy matters and all census data is protected by federal law (Title 13 of the U.S. Code). The personal information collected cannot be used against you or your family by any law enforcement agencies. To learn more, visit www.2020census.gov.



RHA Associate Spotlight

Dedication, passion and empathy. These are the words that describe associate Fred Crockton at RHA. This year, Fred will be celebrating 42 years of service at RHA within the Maintenance Department.

Crockton is familiar with public housing as he grew up in the Hanover Houses, Rochester's first low-income housing development. As he began looking for careers, he ran across a program with the City that allowed him to become a temporary staff member within the housing authority. Through his hard work and commitment, Crockton was able to obtain a full-time job with RHA in 1978.

"It all begins with the leaders at the top," explains Crockton. "Just like in basketball, there are no star players because everyone plays a role in the game. Although there have been changes throughout the years, the organization always focuses on the success of the employees and tenants."

One of the joys that inspire Crockton to continue to work at RHA are the tenants. He has seen families grow over the years and says he is always treated like a member of their family.

"The work that we do here at RHA is so meaningful and it is easy to come into work every day because of the environment," says Crockton. "It is truly a blessing to work for this organization."

Interested in being a part of the RHA team?

Visit our Career Center to look for current job openings. Candidates must meet the minimum qualifications for the job classification to be considered for all positions.

Positions Now Available Include:

*Housing Specialist –
Bilingual*

Maintenance Mechanic

*Executive Personnel
Administrator*

HVAC Mechanic

Maintenance Laborer

Director of Operations

Clerk III w/ Typing

*Senior Property
Rehabilitation Specialist*

Find the right career for you by searching through our current job openings.

Coronavirus/COVID-19 Community Resources

Organizations, not-for-profits and government across Rochester and Monroe County have been creating programs to help and support residents during the ongoing coronavirus outbreak.

Foodlink is offering drive thru emergency food supply boxes in response to the current public health crisis. Learn more by visiting www.foodlinkny.org/where-to-find-foodlinks-emergency-food-supply-boxes/.

The City of Rochester is offering free, professional one-on-one financial counseling through their Rochester Financial Empowerment Center (FEC). If your finances have been impacted by the

COVID-19 pandemic, FEC counselors are prepared to provide assistance. To learn more visit www.cityofrochester.gov/FEC/.

Nine City of Rochester Community Centers are open from 8 a.m. to 5:30 p.m., Monday to Friday to provide meals to the city's school-age children. **Click here to use the Grab-and-Go Meal Finder Interactive Map.**

The Child Care Council is assisting employees who work in essential services meet their needs for childcare through free referrals to childcare programs and guidance on how best to choose a program. Call 654-4720 for more details.



Congratulations 2019 Family Self-Sufficiency (FSS) Graduates!

Since beginning the Family Self-Sufficiency Program FSS program, RHA has assisted more than 400 families realize personal goals through the Housing and Urban Development (HUD) and RHA funded program.

The Family Self-Sufficiency (FSS) Program is a voluntary employment and savings incentive program designed to assist families

in becoming economically independent and self-sufficient. Some of the benefits include obtaining the education or training you need to make a living wage, case management and support services, receipt of an escrow check upon successful completion of your contract, and pride in achieving your goals! To learn more, visit <https://www.rochesterhousing.org/what-is-fss>.

Event Recap: Tenants on Patrol

On February 5th, Rochester Housing Authority hosted the first annual Tenants on Patrol appreciation dinner. As part of the recognition program, twenty-three current and former volunteer participants came together to be recognized, and receive Tenant on Patrol t-shirts and hats, and a gift card. Commissioner Florine Cummings, RHA Deputy Executive Director Shawn Burr and Compliance, Diversity and Inclusion Officer Cynthia Herriott also thanked each of the volunteers for the dedication to serving our Rochester Housing Authority communities.



Public Housing Waiting List

Public Housing Waiting List applications are now being accepted online at www.rochesterhousing.org/apply. You can still apply through traditional means as well. Public Housing is a program in which qualifying applicants live in a unit owned and operated by the Rochester Housing Authority.

Applications for the Public Housing Waiting List can be submitted at any time, as the Waiting List for this program remains open throughout the year. This is a separate program from the Section 8 Housing Choice Voucher (HCV) Waiting List, which is currently closed.

Mainstream Voucher Program Update

One of the housing programs available with RHA is the Mainstream Program Voucher. The program assists non-elderly individuals with disabilities by locating suitable, accessible housing within the private market and leasing affordable private housing of their choice. Mainstream Vouchers are administered using the same rules as other housing choice vouchers.

Qualified applicants must meet eligibility requirements and will be selected from the RHA's Housing Choice Voucher waiting list as Mainstream Vouchers become available.

Earlier this year, RHA was awarded additional funding for the Mainstream Voucher Program from the United States Department of Housing and Urban Development. This funding will provide 11 additional vouchers worth \$62,649.00

To learn more about RHA's Mainstream Program Voucher visit <https://www.rochesterhousing.org/mainstream-ned-vouchers>.

2020-21 Agency and Capital Fund Program Plan

A 45-day comment period for our 2020-2021 Agency and Capital Fund Program Plan will take place from April 3 through May 18, 2020.

A public hearing on the 2020-2021 Agency and Capital Fund Program Plan will be held on May 18 at 2:00 p.m. at RHA's Main Office located at 675 W. Main St, Rochester, NY 14611. To attend the hearing remotely on this date and time, please send an email to agencyplan@rochesterhousing.org to register your interest and a call-in number will be provided on that day. All parties in attendance for the public hearing must sign in upon arrival. Brief public comments will be accepted during the hearing during a set time period; however, RHA encourages all comments to be submitted in writing ahead of time via mail or email as noted above.

Note: Due to the ongoing Pandemic, Plan dates may change as HUD issues new guidance and extensions. Please stay tuned to our website for updates. **To review the proposed plan and to learn how to submit suggestions or comments, visit our website at www.rochesterhousing.org/agency-plan.**

Works-in-Progress

During this unprecedented time, RHA continues to work and make improvements for homes in the City of Rochester. With this project being essential, the team is compliant with all safety policies and procedures. Below is the construction project that is in progress:

The 43-47 Bronson Court experienced a fire that destroyed most of the units due to the smoke damage. As part of the rehabilitation of these units, RHA is using the 'Changing the Face of Public Housing' initiative to recreate the living spaces in these two units. They are being updated to today's living standards by providing an open floor plan with room for families to interact and to function better for today's lifestyles.

Recently Completed Capital Projects

At RHA, our team is constantly working to improve the quality of life for all our residents. We are excited to announce the completion of the following projects:



Upgrading elevators at five high rise locations within Danforth Tower West.



Replacement of new high-efficiency heating boilers at Lexington Court.



Doors replacement at Parliament Arms, including the building entry door, office door, garage door, secondary doors facing the courtyard, and rear door.

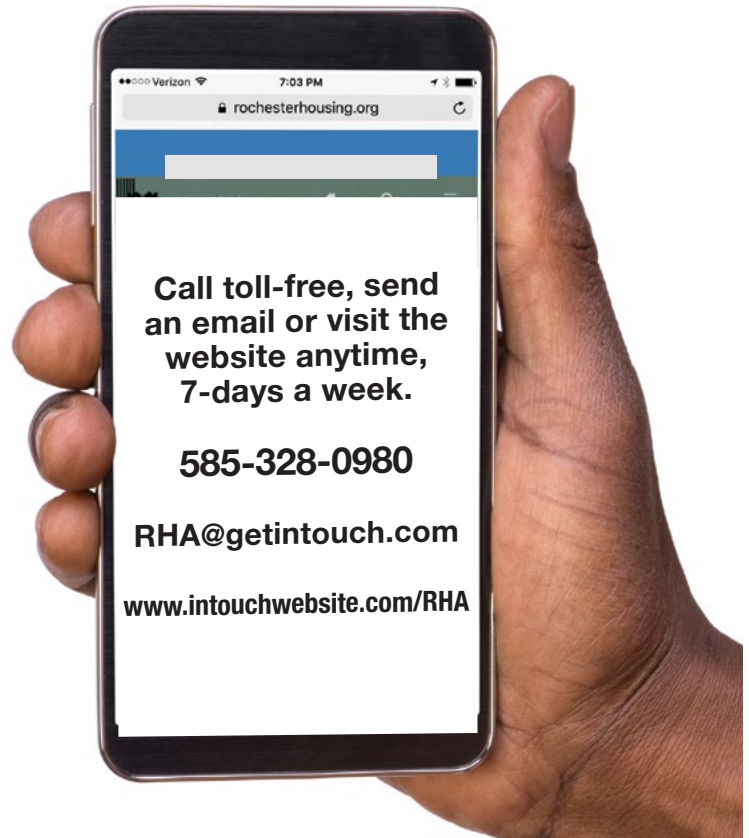


Porch replacements at 51-51 1/2 Woodward Street, 8 Lochner Place, 78 Shelter Street, 217-223 Troup Street, 382-384 Hawley Street, and 185-187 Berlin Street.

The InTouch Hotline

We would like to remind you that the InTouch Hotline is available for residents, participants, landlords, employees and community partners. This communication system is designed to make it as convenient as possible for you to **confidentially** share your concerns, questions, and comments directly to our senior management.

A third-party organization will ensure complete anonymity of messages received, unless there is a physical or verbal threat, illegal activity, or you chose to identify yourself. This arrangement ensures that anything you say can be completely confidential, so you can share your concerns with us openly.



Welcome New Chief of Maintenance!

"Spring adds new life and new beauty to all that is." – Jessica Harrelson

RHA is pleased to announce the recent hiring of Mark Plantholt to the position of Chief of Maintenance. Mark has more than 33 years of experience in facility and project management, valuing teamwork, teamwork, and leading by example.

With Spring officially here, Mark shares some helpful tips when getting your homes ready for warmer weather. Seasonal home maintenance may seem overwhelming, but if individuals organize room-by-room, then you will be able to focus and have a great feeling of accomplishment when finished. Here are six easy cleaning tips:



- Vacuum carpets to remove any dust and dander to help alleviate seasonal allergies
- Check smoke detectors to be sure they are working (replace batteries if necessary)
- Clean out the medicine cabinet to discard expired medications
- Get rid of clutter by organizing the 'junk drawer' or any paperwork around the home
- Go through the closet to swap out and pack away any seasonal clothes
- Like the TV remote control or other hand-held electronics, the cell phone collects tons of germs. Be sure to clean each item with an alcohol wipe or cleaning cloth.