

# APPENDIX B

## EVIDENCE OF AGENCY CONSULTATION

# Sample Stakeholder Surveys



FIVE-YEAR CONSOLIDATED PLAN (CP) &  
ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING CHOICE (AI)  
Harrisonburg, VA

**HOMELESS ASSISTANCE PROVIDERS /  
HEALTH & HUMAN SERVICE PROVIDERS**

Instructions: Please return this questionnaire to:

Ande Banks, Special Projects  
345 South Main Street  
Harrisonburg, VA  
540.432.7701  
[ande.banks@harisonburgva.gov](mailto:ande.banks@harisonburgva.gov)

1. Please tell us about yourself and your organization.

Name of Organization:

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Contact Person:

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Telephone number:

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E Mail Address:

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2. What are the mission, principal activities, and service area of your organization? Attach a brochure, if available.

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**CONSOLIDATED PLAN QUESTIONS**

3. What special needs classification of persons and/or households does your organization serve? (Example: persons with disabilities, persons with HIV/AIDS, etc.)

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4. Please describe the housing and/or supportive service needs of the area in which you are based.

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5. What is the magnitude of the need? Please attach any statistics, records, or survey results that substantiate this need. (Example: number on waiting list for housing)

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6. In your opinion, what is the major unmet housing and/or supportive service need ***faced by your organization?***

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7. In your opinion, what is the major unmet housing and/or supportive service need in the ***City of Harrisonburg?***

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8. Based on the housing assistance needs of your organization's clients and your plans to provide housing assistance to your clients over the next five years, please complete the chart below (Priority Housing Needs).

EXPLANATION OF CHART:

Current Need: Number of housing units needed to meet your current demand

Current Inventory: Number of housing units you currently have available to meet your demand

Unmet Need/Gap: Difference between the current need and current inventory

Goals to Address Unmet Need/Gap: Number of new housing units you plan to develop and/or make available over the next five years to meet your unmet need/gap

MFI = Median Family Income

PRIORITY HOUSING NEEDS (households)			Current Need	Current Inventory	Unmet Need/Gap	Goals to Address Unmet Need/Gap
<i>Example</i>			<b>20</b>	<b>10</b>	<b>10</b>	<b>5</b>
<b>Renter</b>	Small Related Family (2-4 persons)	0-30% of MFI				
		31-50% of MFI				
		51-80% of MFI				
	Large Related Family (5 or more persons)	0-30% of MFI				
		31-50% of MFI				
		51-80% of MFI				
	Elderly (Age 62+)	0-30% of MFI				
		31-50% of MFI				
		51-80% of MFI				
	All Other (single persons, etc.)	0-30% of MFI				
31-50% of MFI						
51-80% of MFI						
<b>Owner</b>		0-30% of MFI				
		31-50% of MFI				
		51-80% of MFI				
<b>Special Needs</b>		0-80% of MFI				
<b>Total Goals</b>						

9. Does your organization have any new projects or initiatives planned for the next five years? Please describe the nature, location, anticipated beneficiaries, anticipated cost of the projects, and funding sources.

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10. For each of the projects listed above, please describe any partnerships you may undertake to implement the projects (example: Housing Authority, other nonprofit organization, etc.)

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11. Please describe the affordable housing projects or developments in Harrisonburg that are owned, developed, and/or managed by your organization. If it is more convenient, you may attach your own description rather than completing the chart.

Name of development, year of initial occupancy and financing mechanism (e.g., HUD 811)	Number of units	Street address	O - own D – developed M - managed	Population served (e.g., elderly, general occupancy, disabled, homeless, etc.)

**ANALYSIS OF IMPEDIMENTS QUESTIONS**

12. Which members of the protected classes are represented in developments that are owned, developed, or managed by your organization? (please check all applicable boxes)

<input type="checkbox"/> Persons with disabilities	<input type="checkbox"/> Elderly
<input type="checkbox"/> Racial minorities	<input type="checkbox"/> Families with children
<input type="checkbox"/> Immigrants and other ethnic groups	<input type="checkbox"/> Members of religious organizations
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Other: _____

13. Does your staff receive fair housing training? If so, please explain who provides the training, the curriculum and frequency of training.

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14. Please describe your organization's affirmative marketing policies and procedures.

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15. How does your organization advise its residents or participants of their fair housing rights and the procedure to be followed in filing a fair housing complaint?

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16. What internal policies relative to racial and income de-concentration guide your organization in the selection of sites for the development of housing?

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17. Does your organization publish an annual report of accomplishments? If so, could you provide us with a copy?

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18. How does your organization interface with fair housing advocacy organizations and organizations that advocate for persons with disabilities?

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19. In your efforts to house members of the protected classes or other lower income populations, has your organization ever faced resistance from a governmental entity or neighboring property owners? If so, please describe the location, circumstances and the outcome.

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20. Describe any fair housing educational efforts carried out by your organization.

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21. In your opinion, what are the top three impediments or barriers to fair housing choice in Harrisonburg?

Impediment #1:

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Impediment #2:

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Impediment #3:

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22. What would be your recommended strategies to overcome the impediments listed above?

Strategy to address Impediment #1:

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Strategy to address Impediment #2:

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Strategy to address Impediment #3:

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23. From the perspective of your clients, what would be the single most important and beneficial outcome of the AI?

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24. Are there effective outreach, education, and information programs in Harrisonburg designed to create a positive and beneficial understanding among civic leaders, educators, and other citizens of all ages to reduce the adverse effects of negative attitudes among segments of the community concerning people who are different racially, ethnically, and culturally, or who are disabled? Can you describe these?

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25. What practical measures could the City undertake to expand fair housing awareness?

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26. What practical measures could the City undertake to expand fair housing choice for members of the protected classes?

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FIVE-YEAR CONSOLIDATED PLAN (CP) &  
ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING CHOICE (AI)  
Harrisonburg, VA

**PUBLIC HOUSING AUTHORITY**

Instructions: Please return this questionnaire to:

Ande Banks, Special Projects  
345 South Main Street  
Harrisonburg, VA  
540.432.7701  
[ande.banks@harisonburgva.gov](mailto:ande.banks@harisonburgva.gov)

PHAs are primary stakeholders in the consolidated planning and fair housing planning processes, and we rely extensively on the information provided in your completed questionnaire to prepare the document. We appreciate your commitment of time and energy in completing this survey.

Please tell us about yourself and your organization.

Name of PHA:

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Address:

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Contact Person:

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Telephone number:

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E Mail Address:

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**SECTION A: GENERAL QUESTIONS**

1. What are the geographic limits of the PHA's jurisdiction?

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2. What steps has the PHA taken to affirmatively further fair housing in accordance with 24 CFR 903.2(d)?

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3. Has the PHA conducted a self-assessment relative to affirmatively furthering fair housing in accordance with its civil rights certification per 24 CFR 903.7(o)(3)?

\_\_\_\_\_ Yes \_\_\_\_\_ No

If "yes", please attach a copy of the assessment to your completed questionnaire.

4. Has the PHA been found by HUD or other regulatory agencies to be in noncompliance with one or more civil rights laws or regulations?

\_\_\_\_\_ Yes \_\_\_\_\_ No

5. If the answer to #4 is "yes", please describe the nature of the infraction, any corrective action taken by the PHA and the current status of the case.

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6. What steps has the PHA taken to assure that persons with disabilities have access to the same range of housing choices and types as are offered to persons without disabilities?

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7. Does the PHA provide informational brochures, application forms, leases, etc. in languages other than English?

\_\_\_\_\_ Yes \_\_\_\_\_ No

What other forms of language assistance are provided by the PHA?

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8. In your opinion, what are the three most significant barriers to fair housing choice in your jurisdiction?

#1:

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#2:

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#3:

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**SECTION B: PUBLIC HOUSING QUESTIONS:**

9. Is the public housing waiting list currently open? \_\_\_\_\_ Yes \_\_\_\_\_ No

10. Does the PHA own and/or manage any public housing units outside of its jurisdiction?

\_\_\_\_\_ Yes \_\_\_\_\_ No

11. Can you provide a copy of your ACOP? If it available online, please provide a link to it.

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12. Has the PHA conducted a deconcentration of poverty analysis in accordance with 24 CFR 903.2(b)? If so, please provide a copy (electronic copy preferred).

Is there a pattern in one or more public housing development(s) of concentration of tenants by race or ethnicity?  Yes  No

a. If there are racial or ethnic concentrations, does the PHA's policies permit applicants or transfers to state a preference for one or more projects or developments?

Yes  No

b. If there are concentrations of racial or ethnic groups in one or more public housing developments, has the PHA undertaken any efforts designed specifically to desegregate these developments, such as make changes to its tenant selection and assignment plan (TSAP)?  Yes  No

13. Do non-disabled public housing residents occupy "accessible" public housing units?

Yes  No

If "yes", please describe the PHA's policy for relocating a non-disabled resident from an "accessible" public housing unit in order to house a resident with a disability.

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14. Has there ever been any legal action taken against the PHA involving the tenant application, selection, assignment or eviction policies and procedures of the PHA?

Yes  No

15. If court orders were issued relative to any of these policies or practices, please describe the status of actions to comply with the orders, and what are the results?

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16. Does the PHA's public housing policy permit applicants to reject several unit offers without losing their place on the waiting list? \_\_\_\_\_ Yes \_\_\_\_\_ No

17. What are the legitimate bases for rejecting an offer of a public housing unit?

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18. Are the bases so narrowly construed, or so broad that an applicant could easily reject a unit in a project in which his or her race does not predominate? Please describe.

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19. What are the PHA policies for admitting persons with mental or other non-physical disabilities? Are these persons restricted to certain projects? Are the policies consistent with HUD guidance and requirements? Does the jurisdiction actively support these steps? In what ways?

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20. Does the PHA offer a Public Housing Homeownership Program? \_\_\_\_\_ Yes \_\_\_\_\_ No

If so, to what extent have members of the protected classes participated in this program?

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21. Has the PHA completed a needs assessment and transition plan in accordance with Section 504 of the Rehabilitation Act of 1973?

\_\_\_\_\_ Yes \_\_\_\_\_ No

If "yes", please provide a copy of both the needs assessment and the transition plan, preferably in electronic format.

22. Has the PHA completed a self-evaluation of its policies, procedures and practices to determine whether they may adversely impact persons with disabilities during the application or tenaning process? \_\_\_\_\_ Yes \_\_\_\_\_ No

If so, has the recipient corrected all identified deficiencies, pursuant to 24 CFR 8.51?

\_\_\_\_\_ Yes \_\_\_\_\_ No

Did the PHA utilize the Uniform Federal Accessibility Standards (UFAS) or other federal safe harbor accessibility standard in determining whether a dwelling unit qualified as an "accessible" unit? \_\_\_\_\_ Yes \_\_\_\_\_ No

23. If the PHA has sold or plans to sell housing projects, what policies and procedures are in place to provide alternative housing to displaced tenant households?

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24. Are steps taken to ensure that displaced households are provided a varied choice of replacement housing, particularly to give minority displaced households an opportunity to select housing outside – not just inside – minority-concentrated areas?

\_\_\_\_\_ Yes \_\_\_\_\_ No

25. Does the PHA have a specific displacement policy? \_\_\_\_\_ Yes \_\_\_\_\_ No

If so, please attach a copy to your completed questionnaire.

26. Does the PHA expect to demolish any public housing units in the foreseeable future?

\_\_\_\_\_ Yes \_\_\_\_\_ No

If "yes", please identify the units that the PHA expects to demolish. Also, please describe how these units will be replaced.

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27. Are steps taken to ensure that persons with disabilities can choose housing in a wide variety of accessible locations? \_\_\_ Yes \_\_\_ No

28. Please provide the following information:

a. Breakdown of public housing units by AMP, as follows:

Development Name	Street Address	Breakdown of dwelling units				
		0BR	1BR	2BR	3BR	4+BR

b. Breakdown of other (non-public housing) affordable housing units owned and operated by the PHA:

Development Name and type of subsidy	Street Address	Breakdown of dwelling units				
		0BR	1BR	2BR	3BR	4+BR

c. Public Housing local preferences

1) \_\_\_\_\_



2) \_\_\_\_\_

3) \_\_\_\_\_

**SECTION C: SECTION 8 HOUSING CHOICE VOUCHER QUESTIONS:**

29. Does the PHA place Section 8 HCV holders outside of the City?

\_\_\_\_\_ Yes \_\_\_\_\_ No

If "yes", approximately how many Section 8 HCV holders occupy dwelling units outside of the City? \_\_\_\_\_

30. How would you describe the distribution of Section 8 vouchers geographically, by family size and by race? For example, are vouchers concentrated in a few areas of the City or distributed somewhat uniformly throughout the City? Please provide the street addresses (i.e., street address, apartment number, municipality and zip code, but no names of voucher holders) of Section 8 voucher holders in Excel format.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

31. Is the Section 8 waiting list currently open or closed?

\_\_\_ Open \_\_\_\_\_ Closed

32. If you answered "closed" to the above question, how long has the Section 8 waiting list been closed?

\_\_\_\_\_  
\_\_\_\_\_

33. If closed, when will the Section 8 waiting list re-open?

\_\_\_\_\_  
\_\_\_\_\_

34. How would you describe the quality of the existing rental housing stock in the City and its environs in terms of its suitability to house Section 8 Housing Choice Voucher holders? When performing initial Section 8 HCV inspections, do most rental housing units comply with HQS, or is rehabilitation frequently required?

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35. Is there an adequate number of landlords participating in the Section 8 HCV Program to meet the rental housing needs of voucher holders?

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36. What is the degree of difficulty in securing the participation of landlords in the Section 8 HCV Program?

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37. What period of time is granted to new Section 8 voucher holders to secure private rental housing?

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38. What percentage of all new Section 8 voucher holders return vouchers to the PHA due to their inability to secure private rental housing within the time period allotted?

\_\_\_\_\_ % after 60 days      \_\_\_\_\_ % after 90 days      \_\_\_\_\_ % after 120 days

39. Under what circumstances may Section 8 voucher holders request an extension in the amount of time allotted to secure private rental housing?

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40. After receiving an extension of time to secure private rental housing, what percentage of those voucher holders who received an extension of time are still unable to secure private housing within the time allotted by the extension? \_\_\_\_\_%

41. What is the average monthly turnover period of Section 8 Housing Choice Vouchers?

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42. Are minority voucher holders located primarily in minority neighborhoods and White voucher holders located predominantly in White neighborhoods regardless of family type (large, small, or elderly family)? \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, what specific steps does the local PHA take to promote housing choices for voucher holders?

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43. Section 8 HCV porting information:

a. Voucher holders porting **INTO** the PHA from other jurisdictions:

	Voucher holder characteristics					
Total # of port-in vouchers	White	Black	Other Race	Hispanic	Mobility-Impaired	Large Family
Total =						



b. Voucher holders porting **OUT** to other jurisdictions **from** the PHA:

Voucher holder characteristics						
Total # of port-out vouchers	White	Black	Other Race	Hispanic	Mobility-Impaired	Large Family
Total =						

44. Does the PHA actively promote mobility through cooperative efforts with other Section 8 agencies in the metropolitan area or region? What are the results of these efforts?

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45. Do the Section 8 HCV policies and procedures of the PHA discourage or reject applications from lower-income households that do not reside in their jurisdiction by imposing residency or other local preferences? \_\_\_\_\_ Yes \_\_\_\_\_ No

46. Does the PHA assist voucher holders who are persons with disabilities? Please describe measures taken to expand housing choice for Section 8 HCV holders with disabilities (use of flexible payment standards, list of accessible private rental units, etc.)

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47. Does the PHA assist all voucher holders find suitable housing? \_\_\_\_\_ Yes \_\_\_\_\_ No

48. Does this assistance include providing up-to-date information – to minorities in particular – about the various facilities and services that are available in all neighborhoods in which housing suitable to the needs of voucher holders is available? (Facilities and services include schools, day care, health and welfare and other social service agencies, employment centers, and public transportation.) \_\_\_\_\_ Yes \_\_\_\_\_ No

49. Does the PHA encourage voucher holders, particularly minorities, to seek housing in neighborhoods that are not traditional (i.e., impacted) residential areas for the holder in question? \_\_\_\_\_ Yes \_\_\_\_\_ No

50. Does the PHA assist the search process in any other ways, such as:

- Recruitment of landlords with dwelling units in non-impacted areas?

\_\_\_\_\_ Yes \_\_\_\_\_ No

- Calling to confirm the availability of units located in non-traditional neighborhoods?

\_\_\_\_\_ Yes \_\_\_\_\_ No

- Helping with transportation costs or providing transportation service for those interested in housing in non-traditional neighborhoods?

\_\_\_\_\_ Yes \_\_\_\_\_ No

- Providing a master list of the names and addresses, number of units, and other data on multifamily developments in a metropolitan or other regional area that makes units available to Section 8 participants? \_\_\_\_\_ Yes \_\_\_\_\_ No

- Providing clear information to all participants concerning their housing rights and the steps they should take, including requesting assistance from the PHA in the housing search, if they believe they have encountered housing discrimination?

\_\_\_\_\_ Yes \_\_\_\_\_ No

51. What steps does the PHA take to promote the availability of accessible housing resources suitable for Section 8 participant families in which one or more persons are mobility impaired?

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52. What steps does the PHA take to help voucher holders with other types of disabilities (i.e., sensory impairments) find housing and to promote housing choice for such persons?

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53. Does the PHA offer a Section 8 Homeownership Program? \_\_\_\_\_ Yes \_\_\_\_\_ No

If so, to what extent have members of the protected classes participated in this program?

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54. What steps has the PHA taken to identify funding resources and develop programs, in partnership with other public or private agencies and with private landlords participating in the Section 8 voucher program, to provide funds and incentives for making privately owned housing units accessible to persons with disabilities?

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55. Has the PHA implemented policies and procedures to adjust the payment standard as permitted by HUD regulations, to enable persons with disabilities to secure accessible, private sector rental housing?

\_\_\_\_\_ Yes \_\_\_\_\_ No

56. Section 8 Housing Choice Voucher local preferences

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

## **RECAP OF PHA INFORMATION NEEDED TO COMPLETE THE AI:**

In addition to your completed questionnaire, please provide the following items. Electronic copies or links are preferred; paper copies are fine.

1. Copy of the PHA's Admissions and Continued Occupancy Policy
2. Copy of the PHA's Section 8 HCV Admin Plan
3. Copy of current Agency Plan
4. Addresses (including house number, street name, city and zip code, but no tenant names) of Section 8 voucher holders (Excel worksheet preferred)
5. Copy of fair housing self-assessment in accordance with 24 CFR 903.7(o)(3)
6. Copy of deconcentration of poverty analysis in accordance with 24 CFR 903.2(b)
7. Copy of Section 504 Needs Assessment and Transition Plan
8. Copy of self-assessment relative to affirmatively furthering fair housing in accordance with the PHA's civil rights certification at 24 CFR 903.7(o)(3)

***PLEASE COMPLETE THE CHARTS ON THE FOLLOWING PAGES.***

CHARACTERISTICS OF THE PHA'S

**CURRENT SECTION 8 HOUSING CHOICE VOUCHER HOLDERS**

	# of families	% of total families
Total		
Extremely low income <=30% AMI		
Very low income (>30% but <=50% AMI)		
Low income (>50% but <=80% AMI)		
Families with children		
Elderly families		
Families with disabilities		
Race/ethnicity – Black		
Race/ethnicity – White		
Race/ethnicity – Asian		
Race/ethnicity – All Other		
Residents in the PHA Jurisdiction		
Characteristics by Bedroom Size		
0 BR		
1 BR		
2 BR		
3 BR		
4 BR		
5+ BR		



**CHARACTERISTICS OF THE PHA'S  
CURRENT PUBLIC HOUSING RESIDENTS**

	# of families	% of total families
Total		
Extremely low income <=30% AMI		
Very low income (>30% but <=50% AMI)		
Low income (>50% but <=80% AMI)		
Families with children		
Elderly families		
Families with disabilities		
Race/ethnicity – Black		
Race/ethnicity – White		
Race/ethnicity – Asian		
Race/ethnicity – All Other		
Residents in the PHA Jurisdiction		
Characteristics by Bedroom Size		
1 BR		
2 BR		
3 BR		
4 BR		
5 BR		
5+ BR		

CHARACTERISTICS OF THE PHA'S  
SECTION 8 HOUSING CHOICE VOUCHER **WAITING LIST**

	# of families	% of total families
Waiting list total		
Extremely low income <=30% AMI		
Very low income (>30% but <=50% AMI)		
Low income (>50% but <=80% AMI)		
Families with children		
Elderly families		
Families with disabilities		
Of the number of families with disabilities in the line above, how many of these families require a fully accessible (UFAS) unit?		
Race/ethnicity – Black		
Race/ethnicity – White		
Race/ethnicity – Asian		
Race/ethnicity – All Other		
Residents in the PHA Jurisdiction		
Characteristics by Bedroom Size		
0 BR		
1 BR		
2 BR		
3 BR		
4 BR		
5+ BR		

CHARACTERISTICS OF THE PHA'S  
PUBLIC HOUSING WAITING LIST

	# of families	% of total families
Waiting list total		
Extremely low income <=30% AMI		
Very low income (>30% but <=50% AMI)		
Low income (>50% but <=80% AMI)		
Families with children		
Elderly families		
Families with disabilities		
Of the number of families with disabilities in the line above, how many of these families require a fully accessible (UFAS) unit?		
Race/ethnicity – Black		
Race/ethnicity – White		
Race/ethnicity – Asian		
Race/ethnicity – All Other		
Residents in the PHA Jurisdiction		
Characteristics by Bedroom Size		
1 BR		
2 BR		
3 BR		
4 BR		
5 BR		
5+ BR		



**PUBLIC HOUSING AUTHORITY**

**NAME OF PHA** \_\_\_\_\_

**BOARD MEMBERSHIP**

<b>NAME OR IDENTIFIER</b>	<b>RACE</b>	<b>ETHNICITY</b>	<b>GENDER</b>	<b>DISABILITY</b>

**Race:** W.....White  
B.....Black  
AI.....American Indian  
AN.....Alaskan Native  
A.....Asian  
O.....Other

**Ethnicity:** H.....Hispanic

**Gender:** M.....Male  
F.....Female

**Disability:** Y.....Yes  
N.....No

# Meeting Notes from Focus Group Sessions

**City of Harrisonburg, VA**  
**Five-Year Consolidated Plan and Analysis of Impediments to Fair Housing Choice**  
**Interview & Focus Group Notes**

During November 14 – 16, 2011, a team from Mullin & Lonergan Associates, Inc. met with stakeholders and focus groups in Harrisonburg, Virginia to discuss affordable housing opportunities and possible impediments to fair housing within the city. Interviews were held on a daily basis with parties holding vested interest in improving all aspects of housing in Harrisonburg including representatives from the Harrisonburg City Manager’s Office plus planning, zoning, building and public transportation departments, Harrisonburg Housing and Redevelopment Authority, fair housing advocates, health and human services providers, and the president of the local association of Realtors. Interviews generally lasted an hour; attendees were encouraged to speak openly and to share their expertise.

**CDBG Program**

During the initial meeting with Ande Banks, CDBG Director and Kristen McCombe, Grants Compliance Officer, several of the City’s funded projects and partnerships were discussed including:

- Harrisonburg Redevelopment & Housing Authority: \$140,000 in CDBG funds for annual debt service payments for the redevelopment of Harrison Heights (presently in year 6 of a 20-year commitment)
- Mercy House Homeless Shelter: “Don’t Let the Bed Bugs Bite” program, safety ovens, new roof, and fire suppression
- Valley Associates for Independent Living (VAIL): accessibility rehab
- Harrisonburg and Rockingham Thermal Shelter (HARTS): Salvation Army-Harrisonburg and Rockingham Counties Shelter
- Central Valley Habitat for Humanity
- The ARC of Harrisonburg and Rockingham Counties.

CDBG staff will be sponsoring a pre-application workshop for the 2012 program year for the first time. They recognized the need for more assistance on the front-end of the process for local applicants.

In addition to migrant workers, there is a large refugee population, mostly highly educated and more upper income. The refugee population is coordinated through Mennonite Church outreach. The influx has lead to 44 different languages being spoken in the City elementary schools. New Bridges Immigrant Resource Center provides education training on how to respond to police, landlords, negotiating contracts and general acclimation techniques. The City does not have a Language Access Plan (LAP) for persons with limited English proficiency (LEP).

James Madison University (JMU), situated in the heart of Harrisonburg has a direct impact on current housing conditions. Housing is in high demand due to JMU students competing for rental

units. Only freshman are guaranteed on-campus housing with the remaining students searching within the city. University students represent about 25% of the City's population. Student demand for rental housing, and their ability to pay for it, drives up the monthly rents for the entire rental market, thereby locking out many lower income families. In some cases, affordable housing is being converted to market rate as it is more profitable.

During a previous "renewal" initiative, communities, mostly minority, were wiped out. No real estate testing has been performed by the City in at least three years.

Per Mr. Banks, in Harrisonburg, it is more a case of underemployment than unemployment. Historically, unemployment was 1%-2% prior to 2007. Though Harrisonburg's unemployment rate is 6%, it is a predominately service-oriented area catering to the JMU students. The workforce is food service and retail workers with a median income continuing to drop.

Harrisonburg has not experienced the high level of foreclosures seen in the Northern Virginia or Tidewater regions of the State. The City did not experience a high bubble, so the bust was barely there.

Staff attends regular fair housing training offered through the Charlottesville, VA-based Piedmont Housing Alliance.

CDBG staff is willing and able to implement new ideas and strategies for administering CDBG funding though a lack of knowledge may hinder using the funds for the greatest impact. Staff needs to become more familiar with HOME funds. (Both Ande and Kristen are relatively new; neither was around for the last AI or CP.)

### **Harrisonburg Housing & Redevelopment Authority**

Michael Wong, Executive Director of the Harrisonburg Redevelopment & Housing Authority (HRHA), gave an overview of the Section 8 program for Harrisonburg. Founded in 1958, HRHA no longer has public housing. Former public housing units have experienced substantial rehab and been converted to project-based voucher developments including Harrison Heights, a 25-unit complex consisting of three-bedroom units located in the northeast area of the city. The rehab on the 50 year old structure was assisted with CDBG funds (hence the CDBG payment annually from the City to retire the debt incurred to carry out the rehab). HRHA has also acquired a LIHTC project after 15 years as the manager of the property.

The Section 8 Housing Choice Voucher program has recently experienced a 20% increase with HRHA receiving about 200 vouchers for non-elderly disabled households and another 50 Family Unification Program vouchers. HRHA has 800+ tenant-based vouchers and about 130 project-based vouchers (all PBV are used in Harrison Heights). The PBV units are clustered in one section of the City; 12% of the units are fully accessible. Section 8 vouchers are being used at 110% of the FMR payment standard.

HRHA commissioned market studies in 2000, 2005, and 2011. The Black population is decreasing while the Hispanic population is increasing. The ED offered to provide M&L with a copy of the 2011 study.

In the last six years, over 220 landlords have participated in the Section 8 program. Since 2009, due to the economic downturn, more units have moved from the sales market to the rental market. Former student housing is being converted to non-student family housing as new student



housing is being built. Students tend to move into the newer units as they have larger floor plans and more amenities (internet, fitness rooms, pools, etc.). This has resulted in non-student families moving into the older apartment units vacated by students.

There are also several mixed student/non-student family developments. The available units enabled HRHA to successfully help with refugee relocation. The only tenants having difficulty locating units are those with poor rental histories or credit problems. It is rare for a voucher holder to return a voucher due to not finding an affordable unit. The last time the Section 8 waiting list was opened was in October 2010. In one day, 850 applications were received. With only 120 – 140 new lease-ups per year, the approximate waiting list time is five to seven years.

HRHA has no fair housing complaints. With no public housing, HHRA was released by HUD in 2009 from the Section 504 Plan requirement. The staff attends annual fair housing training and landlord training is incorporated as part of the landlord orientation. HRHA also holds bi-annual luncheon workshops for landlords where fair housing is often a training topic.

Non-housing redevelopment activities in the City have increased with HRHA's investment, such as building the jail, community center, school, and children's museum plus a theater. It is the lead agency for homeless initiatives, acting as the HMIS administrator. Mr. Wong is the Continuum of Care chair. HRHA incubated, funded and spun-off a local CHDO (Hope Community Builders) with a \$150,000 interest-free loan. The CHDO works with VAIL to provide accessibility features to disabled individuals.

HRHA has applied to the Central Shenandoah Planning Commission (CSPC) for a Supportive Housing Program grant for the chronically homeless. HHRA wants to develop 18-24 units of PSH for the chronically homeless identified through the CoC process. According to Mr. Wong, CSPC administers the HOME funds which are not very competitive. Most CSPC HOME funds are targeted for homeownership.

HRHA has a homeownership program offering forgivable loans, closing costs and down payment assistance, and bank partnering. HRHA attempted to partner with the County to develop affordable housing but it was not encouraged by the County.

### **Advocacy Organizations for Persons with LEP**

The team also met with LEP advocacy organizations, New Bridges Immigrant Resource Center and Skyline Literacy. The conversation mainly centered on the diverse population in the City; Harrisonburg's ethnic population was compared to D.C. and Northern Virginia.

New Bridges was started by area churches and it is privately-funded. New Bridges receives CDBG, City, and United Way funds. It works with refugees to obtain housing when U.S. State Department funding runs out. State Department funding is only provided to the refugees for one or two months after which time they are expected to be self-sufficient. This is extremely difficult since many of the refugees must find jobs where English is not required. Highly skilled Iraqis, Kurds, and Arabs (doctors, engineers and architects) are performing manual labor and working on the poultry lines. New Bridges assists refugees with maintaining housing while they struggle to get drivers' licenses and overcome financial difficulties. Financial issues are more a barrier to obtaining housing than discrimination problems. Additionally, New Bridges assists with visas for family reunification, international students, and when employment status lapses.

The agency also acts as a resource center, helping persons to navigate barriers due to LEP. New Bridges will review applications for clients, assist with passport applications, instruct on simple chores, such as, maneuvering automated phone systems, and it provides community education on immigrant issues. CDBG funds were used for educating primarily Spanish speaking immigrants on the City's government system.

Housing issues/complaints are referred to Legal Services where interpretation issues cause a gap in services. A complainant must provide his/her own interpreter. New Bridges is able to set-up an appointment with Legal Services though it does not have the staffing for the actual visit.

Skyline Literacy customizes services for immigrants and refugees. It is federally-funded and served 230 individuals from September 2010 to September 2011, working with Hispanic, Arabic, Russian, and Vietnamese. Most of their clients have a low level of verbal and written English communication. Skyline has satellite sites and will travel to clients. The agency offers child care for clients so they may receive constant instruction, one-on-one tutoring, and citizenship programs to eligible participants. Obstacles to learning include work schedules, long shifts, and multiple jobs. Elizabeth Girvan, Executive Director, is not aware of any housing issues other than rental units are limited by price point and size for larger families. The Skyline program manager has assisted with procuring interpretation assistance for clients to negotiate with landlords.

The greatest obstacles for LEP persons are:

- Lack of finances.
- Transportation – public transportation does not run at night so a car must be purchased. Interpreters are allowed for the written driving license exams but not the driving portion of the exams.
- Disability benefits lag – it may take up to six months for disability payments to begin.
- Unit affordability – landlords are able to charge higher rents for students than what a family can afford. A four-bedroom house may be rented to students for \$500 a month per student totaling \$2,000 a month, far too much for a family already struggling financially.
- Interpretation – interpreters are mostly volunteer-based, it is difficult to find trained and qualified professionals.

### **Harrisonburg Planning and Zoning Department Staff**

Representing the Planning and Zoning Departments, Adam Fletcher, the City Planner, and Alison Banks, the Zoning Administrator, gave another picture of housing in Harrisonburg. The Planning and Zoning Board is diverse and changes every three years.

The City Comprehensive Plan refers to affordable housing in chapters 5 and 6 with zoning classifications addressed in chapter 5. (State law does not require a Housing element within the Comp plan.) There is no specific language on “fair housing” but lots on affordable housing. Chapters describe trends, supply and description of housing goals plus strategies to create zoning classifications for mixed housing. R-2 is the most used and concentrated zoning classification. The City has a wide variety of districts due to annexing in 1983. There is a minimum lot size in each residential district, but no minimum dwelling unit size requirement. Though zoning is



flexible with multiple classifications, completion of planned developments has slowed with the economic downturn.

Neighborhood improvement policies are addressed in Chapter 6 (goals 3 and 4) of the Comp Plan. The City has not received any mixed-income proposals, but would be open to them.

The zoning ordinance defines “family” as any person related by blood, marriage, and/or adoption with no restriction to number of residents. The Building Code controls the number of residents per dwelling unit.

Group Homes are persons not related with disabilities and are not defined in zoning nor is a zoning permit required. Group Homes work within the building code and allow seven persons per State code. However, State regulations are changing and will limit this number to 4 persons per group home. Homes receive an occupancy permit through the Building Department. Only four group home residences are known in the City. They receive very little objections from neighbors. Students are more of a problem. Rooming/boarding houses allow up to 10 persons; one of the ten must be full-time staff or the owner.

As student housing complexes age, newly constructed units are enticing students to relocate. Families are moving into the older, and now vacant, properties. Multi-family complexes transitioning from students to families and currently housing both populations include Hunter’s Ridge, Madison Manor and University Place. Due to the demographic changes to the older housing stock, there are quite a few multi-family units; Planning is not recommending approval of rezoning to multi-family use at this time. There are no mixed-income developments before Planning.

To combat some issues, the designated historic area, Old Town, was rezoned to increase lot size and shut down conversions of large single family homes to multi-family rentals. If owner occupied, only two unrelated individuals are permitted as boarders. This lowered occupancy, eliminated parking problems, and contributes to the preservation of the City’s historic residential district.

Housing issues:

- Occupancy – the student population is encroaching into single family homes/neighborhoods, changing the nature of established neighborhoods and causing some neighborhoods to decline
- Absentee landlords – parents purchase homes for their student children; he moves in two unrelated friends. Once the student graduates, the parents become absentee landlords.
- Homeownership – low rate of homeownership due to high rental student population.
- Housing conditions – property owners of older rental units are not reinvesting in their buildings, thus causing a decrease in property values and providing less than desired conditions for renters. Students have newer housing.
- Redevelopment – many multi-family complexes are in private hands and have multiple owners (parents of students); this limits options for redevelopment/re-use/etc. due to poor communication and cooperation.

### **City of Harrisonburg Building Code Officer**

Harrisonburg adopted the Virginia Property Management Code with enforcement by complaint. Mobile home parks have inspections only for permit applications.

The Building Code Department is proactive. All multi-family projects are reviewed for design and accessibility, and the final plan must meet all requirements. Elevators and rescue facilities at the top of stairs are the biggest issues. Field inspectors are trained for single, commercial, and multi-family housing. Inspectors look at handles, bathrooms, and sink heights in accessible units. Residential compliance has not been a problem. The department tries to parallel zoning enforcement throughout the city.

Multi-family housing is treated the same as residential dwellings with the exception of the licensed design professional and inspection requirements. No additional fees are imposed; no use charge or inspection fees. The City addresses all mobility issues and is receptive to helping developers work within the code.

Virginia requires a registered design professional for the design of residential structures located within the City and consisting of 3+ units.

Virginia requires group homes to have a license. No permit is required and no inspection fee is assessed by the City unless rehab work is done.

### **City of Harrisonburg Public Transportation Department**

Public Transit in the City runs public busses and school buses. Bus lines are differentiated as “blue” for public buses and “yellow” for school buses on route maps. Service is geared mostly to the low-income, elderly and JMU students. Service is provided to all public schools, low-income housing areas, and into the county for trips to the hospital and mall. Para-transit service is available city-wide and offered to anyone disabled and unable to reach a stop within two blocks of their location.

City ridership includes 800 City resident passengers and 15,000 JMU student passengers each day and is increasing. Hours are limited for factory workers though the current plan is trying to address job service. The department attempted to coordinate services with the county so workers could reach major job sites, the Wal-Mart distribution center and poultry plants, but the plan fell through. Public transit is also increasing bus shelters, producing brochures in Spanish, and monthly bus passes are available at discounted rates.

The system is willing to add routes and extend service if the ridership is there. The hospital wanted to add another bus route, and the transit did. However, no one used it and the route was discontinued.

The transportation department is almost fully subsidized by a contract with JMU. JMU contracts with the City to provide all of its inter-city and inter-campus routes and service for \$1.5 million annually. JMU has three campuses in the City, primarily split by I-81. There are 28-33 buses dedicated to the campus with five loops for JMU only. The contract with JMU allows all college students to ride free.



The department also receives ARRA surplus funding for the current operating year. The state share may be cut since the JMU funds must be reported as a reserve. The City doesn't want to contribute additional funds as it thinks transportation is a JMU issue.

### **Homeless Assistance Advocates**

During a focus group with Homeless Assistance Providers, CoC, Health & Human Service Providers and Disability Advocacy Organizations, services were reviewed, initiatives were discussed, changes in the housing landscape outlined, and frustration was voiced over the lack of funds. Many people are coming to Harrisonburg because it is a great place to live, get a job and find services not available in nearby rural counties. Orange County, an hour's drive away, closed its homeless shelter; Page and Shenandoah Counties have very limited services with no shelters. The newcomers often have no jobs or resources. Though Harrisonburg's unemployment rate may seem low at 6%, it is a 300% increase over the 1-2% rate before 2007. The area never needed to provide unemployment services before.

SSI monthly payment is \$674 in Virginia.

The **Department of Health & Social Services** (DHSS) has no specific housing program, referrals are made to HHRA. HSS partnered with HRHA to use 40+ vouchers through the Family Unification Program for families at risk of losing their children to foster care. Funds were used for rental deposits and directed to families with teens coming from foster care. HSS generally provides traditional benefits. The most dramatic changes observed are for those "on the edge." Driven by the economy, many people are losing houses or about to lose their homes; family structure is deteriorating. The largest impacted group is those with extended unemployment compensation that is discontinued and the family loses their safety net. DHSS also administers Section 8 vouchers for the county.

**Our Community Place** opened three years ago and has witnessed great growth. OCP treats individuals with substance and mental health issues generally attributable to child abuse. Clients are unable to retain homes or jobs due to combined problems. OCP believes in a different approach to long term recovery. It is not interested in just providing immediate or emergency services, the agency wants to establish a "community" where clients work and play together and microenterprises are incubated. OCP has a farm where up to eight people may live free of charge.

The **Community Resource Center** is an information and referral agency, connecting clients to services. It coordinates with subsidized development owners and works with landlords to locate affordable housing. A lot of families are requiring shelter; CRC is working with schools to identify those in need. Many clients lack funds for security or utility deposits, or have poor credit. Some clients live in local motels at a cost of \$800/month because they can pay cash on a weekly basis without any (apartment or utility) downpayments or credit check required.

Some clients are assisted by "People Helping People," a local collective of ministry with very limited funds and HPRP funds administered by Mercy House. CRC is trying to help but funding is not always available. Transportation is always an issue. CRC has Section 236 units in the City.

Captain Duane Burleigh, Corp Officer of the **Salvation Army**-Harrisonburg and Rockingham Counties, reported that the need for the food pantry has increased threefold. In the last 23

months, many first-time people living paycheck-to-paycheck are seeking assistance. The social service aspect for the agency has become overwhelming. Housing is at a premium due to the demand for student housing. The homeless shelter is full and there is a need for transitional housing. There is no place for single individuals or mothers with babies. The homeless shelter houses men, women and families at a cost to SA of \$30 per person per day. Shelter residents receive living skills training classes funded by CDBG.

The Salvation Army receives some funds from time to time for assistance with rent and utilities but it's dispersed within days because of the demand.

**Valley AIDS Network** is a small organization with a staff of three people. It is funded primarily through two major federal grants, Ryan White Title B and HOPWA. VAN provides a very small amount of emergency rent and utility payments, focusing more on medical care management. Staff is also spending more time on finding housing for clients. One full-time staff member serving as the housing counselor reported all lists for subsidized housing are closed. In addition, clients have problems with criminal background checks.

VAN concentrates on three elements to obtain housing for clients:

- Is the client income eligible?
- Is the unit close to transportation?
- Is the housing safe?

Many units meeting the first two criteria are owned by slum landlords and deemed unsafe. City transportation is set-up for the college and public school students (yellow and blue buses), but not so much for other City residents. It was noted there are no efficiencies available and places that rent single rooms (i.e., boarding homes) are unregulated.

Colonnade, a new LIHTC project, has no vacancies and is not affordable to persons with a disability on a fixed income. All in attendance agreed that LIHTC development rents are too high for the lowest income populations in the City.

Domestic violence abuse service provider, **First Step**, explained how a majority of the jobs are minimum wage without full-time hours and people cannot sustain housing with their earnings. There is a trend in domestic violence cases of evictions due to the fighting in the home. Clients need permanent housing, not just something temporary. Landlords do not want people with a history of domestic abuse. First Step coordinates with Blue Ridge Legal Services to assist victims who have lost housing. Employers are not accepting of victims of abuse (fearful of retaliation in the workplace) which perpetuates the problems.

Waiting lists are a huge obstacle as housing is not available for the very-low income. People in crisis have complex credit issues and it is difficult to find landlords that will work with them. There is a large gap in housing to serve single women with children and older women in their 40s and 50s. These population groups are trying to recover from violence with a lack of resources to find affordable housing. First Step offers a communal living shelter with clients staying longer and longer. The shelter may need to close due to state and federal dollars going towards prevention initiatives. Less funding for shelters is causing a crisis on the local level. The only other domestic violence shelters are one in Page County and two in Shenandoah County. In Harrisonburg, clients need rental subsidies or two incomes to obtain and sustain affordable housing.



Two incomes are needed to afford even the older housing stock in the City and there is nothing for single individuals/parents. As the housing stock increases for students, so does the number of students. (JMU's enrollment increases by about 500 students annually.) The new construction does not alleviate the housing problem as low-income students are competing for the older units with non-student families. Landlords are not happy to realize lower rents for families and properties are not maintained. With very little on-campus housing, and with landlords charging \$325 or more per person per month, families cannot compete with the pricing structure. Students are perceived as a more reliable income for landlords.

There is also a lack of elderly housing; the community needs to be looking at the aging population. There is only housing for the middle and upper income, not the working poor. People are living paycheck-to-paycheck.

**Mercy House**, a homeless assistance provider, stated all original HPRP funds are spent. It has received an additional \$50,000-\$75,000 from the State that must be used by March 2012. Mercy House runs a group home for pregnant teens and has a shelter for homeless families with dependent children. It also has scattered site housing available to families with dependent children. It is becoming common for families to extend their stay at the shelter or return numerous times. Some parents are stealing their children's identities in order to obtain housing with a clean credit history. Mercy House is having some success with partnering two single parents in a "home share."

Mercy House and First Step provide in-house employment training. The Virginia Employment Commission is not very successful and the Virginia Department of Rehabilitative Services has limited funding. The Department of Vocational Rehab has a waiting list that is closed. Goodwill has a 55+ job training program that places older workers with non-profits.

**ARC's** clients are children and adults with disabilities. Half of its clients live with family and the other half live in group homes; only two live independently.

There is a great shortage of group home housing especially with new State regulations requiring smaller homes and limiting occupants to four people or less. It is economically impossible for four or less to support housing costs with Medicaid waivers, limiting the type of facility due to housing funding. Virginia has placed additional burdens by cutting the residential rate for the Medicaid waiver by 5% twice in the last two years. Since Virginia is only licensing four or less occupancy homes, new home openings are limited. Aging clients must stay home unless housing becomes available or they need emergency placement when a parent dies. Group homes have waiting lists and even when there is an opening the housing may not be suitable for every client as each home has its own personality. ARC must fit the client to the house. The bulk of the group homes are in the county with no public transportation and clients having to rely on staff to get to jobs or shopping.

Industries that employ ARC clients are cutting hours to keep more employed. Employers are allowed to pay ARC workers less than the minimum wage because workers take twice as long to perform the same job as a non-disabled person. Regulations are being proposed to change the wage agreement and force employers to pay all workers the minimum wage rate. ARC does not support the measure as it fears ARC workers will be laid off especially with the current economy and it is not realistic to pay someone the same rate as someone else that is able to perform at a much faster speed.

The group mentioned the problems being experienced by **HARTS**, a non-profit using local churches to house the chronically homeless overnight during the winter. Homeless residents are allowed to stay a week at a time with the 10-15 churches accepting alternating weeks at their facilities; one church a week is used. Forty spaces are needed each night to accommodate the known 40 chronically homeless persons in the City. (This is the only alternative to PSH in Harrisonburg.) Building code officials are limiting occupancy as a safety precaution. Each church must submit a certified architectural safety plan. The issue is currently on appeal with the City.

### **Advocacy Organization for Persons with Disabilities**

Valley Associates for Independent Living (VAIL) specializes in modifications for accessibility (wider doorways, hand rails, ramps, roll-in showers) to owner-occupied homes. With some tasks completed by volunteers, VAIL is able to assist 5-8 households a year with \$10,000 in CDBG funds from the City. VAIL has been receiving these funds since 2004. VAIL may withdraw from the program due to high administrative costs, drain on staff's time, Richmond HUD's lengthy approval process, required ERR/historical reviews and public hearings. Building permits are now excluded as eligible costs and local contractors must go through certification. City CDBG staff have completed the ERR for VAIL. VAIL currently has an 80 year old client waiting ten months for a ramp; the fear is she may die before it is built. VAIL is currently the only service provider in Harrisonburg making accessible modifications for low-income residents; other service providers refer clients to VAIL.

VAIL believes affordable housing is the greatest issue facing clients. There are no affordable homes to move disabled clients into. The lack of sidewalks was also considered an impediment especially for vision-impaired clients.

### **Habitat for Humanity**

Central Valley Habitat for Humanity works with persons at or below 60% of the AMI. Since 2007, it has shifted attention to building energy-efficient homes to decrease utility costs. It builds approximately three homes a year. Habitat transforms and builds communities in older parts of the City, re-establishing families in existing neighborhoods. It works with persons with disabilities to provide fully accessible units. Habitat receives no funding from the City.

The possibility of the City waiving fees to allow more houses to be built was discussed. City fees attached to the new construction of a single family total \$7,000. For Habitat, this is equivalent to about 10% of the total construction cost of a home. This would be one way the City could increase its home ownership rate. Recent lots purchased by Habitat cost about \$50,000 each. As a result, Habitat is moving to the construction of duplexes in order to lower their construction costs. Typical closing costs for a qualified family equal about \$2,500. With 95% of the applicants made ineligible due to poor credit, approved families are offered financial responsibility classes to ensure they can sustain home ownership once they move into their new Habitat home.

Habitat built four homes on Rock Street and Myrtle/Johnson Streets, and a duplex at Liberty/Third Avenues in the northeast area of the City. Habitat has formally applied to the City for a fee waiver.



## **Fair Housing Advocacy Organizations**

Blue Ridge Legal Services, with an office in Harrisonburg, is in 26 cities and counties. Legal Services has received a 14.8% budget cut with 25% of the staff laid off and more lay-offs planned. Staff are stretched to provide services. Staff usually turns away twice as many people as it helps. Legal Services is seeing discrimination against Hispanics, sexual harassment especially by several “serial” landlords, and hoarders.

Concentrated areas of low-income housing include trailer parks that aren't really affordable housing. Residents purchase the trailers from the landlords with interest-only loans and debt that is never lowered. Owners must also pay land rent. Trailers are difficult to re-sell as landlords may restrict the resale and purchase the homes at a reduced amount. Owners have a home they can't move and are at the mercy of the landlord. With no maintenance code, problems are perpetuated. It was suggested to have non-profits own the parks or encourage an affordable housing developer to develop the land with utilities and infrastructure so residents of the park may own their homes and the land.

In December 2011, BRLS will partner with VAIL and HHRA to sponsor a fair housing workshop in the city.

Fair/affordable housing issues:

- Evictions are generally for nonpayment of rent. Consumer-related debt issues can result in the loss of Section 8 vouchers.
- Landlords are charging exorbitant amount for late fees contradictory to Virginia code. Landlords use language in the rental agreements to cover “reasonable” fees sometimes 500% interest or \$20 a day.
- Problems with HHRA staff for evictions of alleged breaches of contract, guests, conduct, etc. The problems exist mostly with lower echelon staff. Mr. Wong, the executive director, is usually accommodating and attempts to resolve issues.
- Landlords evict due to race (mixed-raced couples); complainants must be referred to Virginia Fair Housing Office due to a lack of personnel at Legal Services to handle these complaints.
- Legal Services tries not to refer complaints to HUD because it finds it to be generally unresponsive (a “black hole”).
- Reasonable accommodations requests for physical and mental disabilities are only resolved about half the time with landlords.
- There is a great lack of subsidized housing for the elderly. There is currently only one property with more disabled than elderly living in it.
- There are no assisted living facilities for persons with disabilities, particularly the low-income.
- Slum landlords prey on female tenants. Complaints are forwarded to VFHO although Legal Services is uncertain if victims follow up on the referral.



- Design and construction codes for the disabled are not being implemented or enforced.
- Landlords lack knowledge regarding rehab for accessibility. Fair housing training should be mandatory for landlords and contractors.
- More fair housing education and outreach is need to very low- and low-income persons.
- Testing is truly needed for accessibility, sexual harassment, ethnicity and design and construction.
- More affordable housing needs to be created using the zoning ordinance plus partnering with HHRA to create SHP for the chronically homeless.

### **Board of Realtors**

William Haithcock, Executive Director of the Harrisonburg-Rockingham Association of Realtors (HRAR), was interviewed. According to Mr. Haithcock, four large brokerage companies control the real estate market in Harrisonburg. Fair housing training is required every two years for all HRAR members. HRAR has a DPOR-certified fair housing trainer/Realtor as a member to assist with trainings. (Instructors for fair housing and ethics must be certified.) The association has a built-in grievance and ethics committee that doesn't necessarily address fair housing situations. If a client asks questions (such as "Where are the best schools?"), Realtors are instructed to provide information on all school districts. The association does not track the demographics of its membership to avoid discrimination and treat all members the same.

Brochures and flyers on fair housing are distributed to members. Speakers are invited to present to the Realtors on various topics, including fair housing.

Mr. Haithcock spoke about Housing Virginia a statewide partnership of private and public organizations dedicated to affordable housing (<http://www.housingvirginia.org/T0.aspx?PID=2>) trying to assist people with housing that can't currently afford it. Housing Virginia works as a community foundation that contributes funds to housing providers. Attempts were made to raise funds for a housing study of workforce housing but the study could not proceed due to lack of funding.

Affordability of workforce housing is a big problem with less availability of credit and difficulty obtaining loans. There is a large segment being pushed out of homeownership because of loaning practices. Utility deposits are outrageous and too high for homeownership and rentals. The high deposits or 24 month history required is considered punitive.

Language barriers remain an issue with no outreach to specific populations, English is the second language for 70% of the elementary students. The ethnic communities need education regarding discrimination policies.

### **Additional notes:**

- Apartment locators to research for rental rates – Off-Campus Housing and Urban Exchange

- Healthy Community council has just completed a 2011 assessment available at <http://www.healthycommunitycouncil.org>. This may provide some metrics for use in the demographic profile.
- Contact for HARTS – Sarah Morton, President, and Brook Rogers, Executive Director [brodgers6@gmail.com](mailto:brodgers6@gmail.com)
- JMU website has a link to economic impact of the university on the community. Not much to it but a few statistics on number of jobs, etc. @ <http://www.jmu.edu/economicimpact/JobsEconomy.shtml>
- No one really talked about employment training and improving skills/education among lower income. Everyone complained about the lack of funds for rent and utility assistance, but no one seemed able to make the link with employment/education skills needs. There is a One Stop Employment Commission, but no one bragged about its success. Perhaps recommend for CP and AI a similar strategy like Westmoreland County is implementing with the Private Industry Council? Bill Was has details.
- Also mentioned was a Jobs Access Program which does not have sufficient funds to add staff or facilities.
- Note for housing profile: there will be a large inventory of 3+ bedroom units in the rental inventory due to student housing market
- When analyzing cost of housing in the demographic profile:
  - Get copy of housing market study from HHRA
  - Research amount of utility deposits for a home:
    - City of Harrisonburg Public Utilities (water and sewer) @ 540-434-9959
    - Harrisonburg Electric Co. @ 540-434-5361
- My thoughts on priority housing needs based on interviews:
  - Increase home ownership rate
  - Affordable family rental units
  - Affordable and accessible units for persons with disabilities
  - Increased rental assistance (but how with no increase in Section 8?)
- Non-housing community development needs:
  - Enhanced employment and job training initiatives



**Stakeholder Chart**  
**Consultation Process for the**  
**City of Harrisonburg, VA Five-Year Consolidated Plan & Analysis of Impediments to Fair Housing Choice**

Type of Organization	Contact Name	Title	Name of Organization	Mailing Address	Telephone	Email Address
Community Development (CP & AI)	Ande Banks	CDBG Program Director	City of Harrisonburg	345 South Main Street, Harrisonburg	540-432-7701	<a href="mailto:ande.banks@harrisonburgva.gov">ande.banks@harrisonburgva.gov</a>
	N/A	HOME Program Director				
Planning & Zoning (CP & AI)	Adam Fletcher	City Planner	City of Harrisonburg	409 South Main Street, Harrisonburg	540-432-7700	<a href="mailto:adam.fletcher@harrisonburgva.gov">adam.fletcher@harrisonburgva.gov</a>
	Allison Banks	Zoning Administrator	City of Harrisonburg	409 South Main Street, Harrisonburg	540-432-7700	<a href="mailto:allison.banks@harrisonburgva.gov">allison.banks@harrisonburgva.gov</a>
Public Housing Authority (CP & AI)	Michael Wong	Executive Dir/Sect 8 Director	Harrisonburg Redevelopment Housing Authority	PO Box 1071	540-434-7386	<a href="mailto:wongway@harrisonburgrha.com">wongway@harrisonburgrha.com</a>
Lead-based Paint Program (CP only)	Brad Knupp	Lead Maintenance Mechanic	Harrisonburg Redevelopment Housing Authority	PO Box 1071	540-434-7386	
Affordable Housing/Special Needs Housing (CP & AI)						
Homeless Assistance Providers (CP & AI)	Candy Phillips	Executive Director	First Step: A Response to Domestic Violence	129 Franklin St. Harrisonburg, VA	540-434-0295	<a href="mailto:cphillips2@ntelos.net">cphillips2@ntelos.net</a>
	Brooke Rodgers	Executive Director	Harrisonburg and Rockingham Thermal Shelter	176 W. Market St, Harrisonburg, VA	540-578-3868	<a href="mailto:brodgers@gmail.com">brodgers@gmail.com</a>
	Twila Lee	Executive Director	Mercy House	P O Box 1478, Harrisonburg, VA	540-432-1812	<a href="mailto:twila@themercyhouse.org">twila@themercyhouse.org</a>
	Philip F. Rhodes	Executive Director	Our Community Place	17 E. Johnson St, Harrisonburg, VA	540-442-7727	<a href="mailto:ourcommunityplace@gmail.com">ourcommunityplace@gmail.com</a>
	Capt. Duane Burleigh	Corp Officer	Salvation Army -Harrisonburg & Rockingham Cou	185 Ashby Ave, Harrisonburg, VA	540-434-4854	<a href="mailto:duane_burleigh@uss.salvationarmy.org">duane_burleigh@uss.salvationarmy.org</a>
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	Marsha Smith		Central Valley Habitat for Humanity	PO Box 245, Bridgewater, VA 2281	540-828-6288	<a href="mailto:cvhfh@hotmail.com">cvhfh@hotmail.com</a>
	Linda Kohn		Community Resource Center	281 E. Market Street, Harrisonburg	540-433-3888	<a href="mailto:linda.hrcrc@gmail.com">linda.hrcrc@gmail.com</a>
	Dwayne Martin		Crossroads Counseling Center	250 E. Elizabeth Street, Harrisonbu	540-801-0885	<a href="mailto:dmartin@csv-inc.com">dmartin@csv-inc.com</a>
	Elroy Miller		EMU, Sociology and Social Work Department	1200 Park Road, Harrisonburg, VA	540-432-4445	<a href="mailto:millere@emu.edu">millere@emu.edu</a>
	Candy Phillips		First Step	129 Franklin Street, Harrisonburg,	540-433-4074	<a href="mailto:cphillips2@ntelos.net">cphillips2@ntelos.net</a>
	Brooke Rogers		Harrisonburg-Rockingham Thermal Shelter	176 W. Market Street,	540-578-3868	<a href="mailto:brodgers6@gmail.com">brodgers6@gmail.com</a>
	Don Driver	Executive Director	Harrisonburg-Rockingham Social Services District	PO Box 809, Harrisonburg, VA 228	540-574-5121	<a href="mailto:don.driver@dss.virginia.gov">don.driver@dss.virginia.gov</a>
	Betsy Hay	Executive Director	United Way of Harrisonburg-Rockingham	420 Chesapeake Avenue, Harrison	540-434-6639	<a href="mailto:besty.hay@uwvr.org">besty.hay@uwvr.org</a>
Alexandra De Havilland	Executive Director	Valley Aids Network	IIHHS/MSC 9018, James Madis	540-568-8833	<a href="mailto:dehaviac@jmu.edu">dehaviac@jmu.edu</a>	
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	Mary Ellen Chewning	Executive Director	The Arc of Harrisonburg and Rockingham	620 Simms Avenue, Harrisonburg,	540-437-9214	<a href="mailto:execdir@hrarc.org">execdir@hrarc.org</a>
	Gayl Brunk	Executive Director	Valley Associates for Independent Living	3210 People's Drive, Suite 220, Ha	540-433-6513	<a href="mailto:gayl@govail.org">gayl@govail.org</a>
	Sally Chappel		Shenandoah Valley Autism Partnership	4181 Brown Roan Lane, Harrisonb	540-568-8095	<a href="mailto:svap@valleyautism.org">svap@valleyautism.org</a>
Advocacy Orgs for Persons with LEP (AI only)	Elizabeth Girvan	Executive Director	Skyline Literacy	975 South High Street	540-433-0505	<a href="mailto:skylitelizabethtc@gmail.com">skylitelizabethtc@gmail.com</a>
	Alicia Horst	Executive Director	New Bridges Immigrant Resource Center	79 S. High Street, Harrisonburg	540-438-8295	<a href="mailto:ahorst@newbridgesirc.org">ahorst@newbridgesirc.org</a>
Fair Housing Advocacy Organizations (FHIP, Legal Aid, etc.) (AI only)	John Whitfield	Executive Director	Blue Ridge Legal Services	PO Box 551, Harrisonburg, VA 228	540-433-2202	<a href="mailto:jwhitfield@bris.org">jwhitfield@bris.org</a>
	Gayl Brunk	Executive Director	Valley Associates for Independent Living	3210 People's Drive, Suite 220, Ha	540-433-6513	<a href="mailto:gayl@govail.org">gayl@govail.org</a>
Regional Transportation Agency (CP & AI)	Reggie Smith	Director, Public Transit	City of Harrisonburg	475 East Washington Street, Harri	540-432-0492	<a href="mailto:reggies@hdpt.com">reggies@hdpt.com</a>
Landlord orgs. (CP only)						
Local Board of Realtors (AI only)	William Haitcock	Executive Director	Harrisonburg-Rockingham Association of Realtor	2050 Pro Pointe Lane, Harrisonbur	540-433-8855	<a href="mailto:william@hrar.com">william@hrar.com</a>