



COMMUNITY SERVICES MEMORANDUM

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Date: March 10, 2023
From: Karen Mofford, Housing Administrator
Subject: 2023 Housing Admin Plan & ACOP Changes

Each year, the Department of Housing and Urban Development requires the city to adopt changes to its Agency Plan. Included in this plan are the policy documents that govern the two programs administered by the Glendale Housing Authority. The documents include the Admissions and Continued Occupancy Policy (Conventional Public Housing Program) and the Housing Choice Voucher Administrative Plan (Housing Choice Voucher Program).

The plan changes to be effective July 1, 2023, include a minor change. Both plans can be found on the city's website:

https://www.glendaleaz.com/live/city_services/citizen_assistance_programs/community_plans___reports

Summary of Changes

- Updated Chapter 20 Termination of Assistance, #9 of the HCV Admin Plan
 - A household member guest or visitor is a fugitive felon.....
- Added 2.4 **Standard of Care to the Client to the HCV Admin Plan.**
 - A formal Request can be made by the family to change the Community Service Representative (CSR) assigned to their case.
 - 1. The request must be made in writing and provide the reason for the request. You must provide an example.
 - 2. If GHA determines it is in the best interest of the Family to change the CSR, the request will be sent to the family in writing with the approval and the name and contact number of the new CSR.
 - 3. If GHA determines there is a pattern and is unable to satisfy the family with a change of staff three (3) times, the family could be terminated.
- Updated the word Pre-Application to Application for both the Admin Plan and the ACOP under Managing the Waiting List.
- Added language to Citizenship/Eligible Immigrant Status (13.3) in the ACOP to match Section 5.3 in the HCV Admin Plan.