

**Mission:** To lead in the development and sustainability of housing accessible to all and providing pathways to an enhanced quality of life to empower vibrant communities.



**Vision:** To be a lead partner in creating communities of choice where everyone has a place to call home.

## 2026 ANNUAL PLAN

SECTION	TITLE
<b>B.1(b)</b>	<p><b><u>Revised Plan Elements</u></b></p> <ul style="list-style-type: none"> <li>▪ Statement of Housing Needs and Strategy for Addressing Housing Needs</li> <li>▪ Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions</li> <li>▪ Financial Resources</li> <li>▪ Rent Determination</li> <li>▪ Operation and Management</li> <li>▪ Grievance Procedures</li> <li>▪ Homeownership Programs</li> <li>▪ Community Service and Self-Sufficiency Programs</li> <li>▪ Safety and Crime Prevention</li> <li>▪ Pet Policy</li> <li>▪ Asset Management</li> <li>▪ Substantial Deviation</li> <li>▪ Significant Amendment/Modification</li> </ul>
<b>B.1(c)</b>	<p><b><u>Deconcentration</u></b></p> <ul style="list-style-type: none"> <li>▪ The PHA must submit its Deconcentration Policy for Field Office review</li> </ul>
<b>B.2(b)</b>	<p><b><u>New Activities</u></b></p> <ul style="list-style-type: none"> <li>▪ Hope VI or Choice Neighborhoods.</li> <li>▪ Mixed Finance Modernization or Development</li> <li>▪ Demolition and/or Disposition</li> <li>▪ Designated Housing for Elderly and/or Disabled Families</li> <li>▪ Conversion of Public Housing to Tenant-Based Assistance</li> <li>▪ Conversion of Public Housing to Project-Based Rental Assistance or Project-Based Vouchers under RAD</li> <li>▪ Occupancy by Over-Income Families</li> <li>▪ Occupancy by Police Officers</li> <li>▪ Non-Smoking Policies</li> <li>▪ Project-Based Vouchers</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Units with Approved Vacancies for Modernization</li> <li>▪ Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants)</li> </ul>
B.2(b)(i)	Demolition and/or Disposition List
B.3	Progress Report
C.1	Central Resident Advisory Board, Public Comments, & Analysis
C.2	HUD-50077-SL: <i>Certification by State or Local Official</i>
C.3	HUD-50077-ST-HCV-HP and CR: <i>Certifications of Compliance with PHA Plans and Related Regulations and Civil Rights</i>
ATTCH.	Affidavit of Public Advertising and Notice of Public Hearing
ATTCH.	Board Resolution: Approval of Submission of LMH's 2026 Annual Plan

<b>Annual PHA Plan</b> <b>(Standard PHAs and Troubled PHAs)</b>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 03/31/2024
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NEW HUD FORM 50075-ST 9/30/27 TO BE INSERTED HERE

A.	PHA Information														
A.1	<p> <b>PHA Name:</b> <u>Lucas Metropolitan Housing Authority</u> <b>PHA Code:</b> <u>OH006</u> </p> <p> <b>PHA Type:</b>   <input checked="" type="checkbox"/> Standard PHA   <input type="checkbox"/> Troubled PHA         </p> <p> <b>PHA Plan for Fiscal Year Beginning:</b> (MM/YYYY): <u>01/2026</u> </p> <p> <b>PHA Inventory</b> (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above)         </p> <p> <b>Number of Public Housing (PH) Units</b> <u>2658</u>   <b>Number of Housing Choice Vouchers (HCVs)</b> <u>4821</u>  <b>Total Combined Units/Vouchers</b> <u>7403</u> </p> <p> <b>PHA Plan Submission Type:</b>   <input checked="" type="checkbox"/> Annual Submission   <input type="checkbox"/> Revised Annual Submission         </p> <p style="margin-top: 20px;"> <b>Availability of Information.</b> PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.         </p> <p> <input type="checkbox"/> <b>PHA Consortia:</b> (Check box if submitting a Joint PHA Plan and complete table below)         </p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <th rowspan="2" style="width: 25%;">Participating PHAs</th> <th rowspan="2" style="width: 8%;">PHA Code</th> <th rowspan="2" style="width: 20%;">Program(s) in the Consortia</th> <th rowspan="2" style="width: 20%;">Program(s) not in the Consortia</th> <th colspan="2" style="width: 29%;">No. of Units in Each Program</th> </tr> <tr> <th style="width: 14.5%;">PH</th> <th style="width: 14.5%;">HCV</th> </tr> <tr> <td style="height: 100px; vertical-align: top;">Lead PHA:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program		PH	HCV	Lead PHA:					
Participating PHAs	PHA Code					Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program							
		PH	HCV												
Lead PHA:															
B.	<b>Plan Elements</b>														

<b>B.1</b>	<p><b>Revision of Existing PHA Plan Elements.</b></p> <p>(a) Have the following PHA Plan elements been revised by the PHA?</p> <p>Y   N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Financial Resources.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Rent Determination.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Operation and Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Grievance Procedures.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Community Service and Self-Sufficiency Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Safety and Crime Prevention.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Pet Policy.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Asset Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each revised element(s):</p> <p><i>See Attachment B.1(b)</i></p> <p>(c) The PHA must submit its Deconcentration Policy for Field Office review.</p> <p><i>See Attachment B.1(c)</i></p>
<b>B.2</b>	<p><b>New Activities.</b></p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?</p> <p>Y   N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Hope VI or Choice Neighborhoods.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Mixed Finance Modernization or Development.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Demolition and/or Disposition.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Designated Housing for Elderly and/or Disabled Families.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Conversion of Public Housing to Tenant-Based Assistance.</p>

	<p> <input checked="" type="checkbox"/> <input type="checkbox"/> Conversion of Public Housing to Project-Based Rental Assistance or Project-Based Vouchers under RAD.  <input type="checkbox"/> <input checked="" type="checkbox"/> Occupancy by Over-Income Families.  <input type="checkbox"/> <input checked="" type="checkbox"/> Occupancy by Police Officers.  <input type="checkbox"/> <input checked="" type="checkbox"/> Non-Smoking Policies.  <input checked="" type="checkbox"/> <input type="checkbox"/> Project-Based Vouchers.  <input checked="" type="checkbox"/> <input type="checkbox"/> Units with Approved Vacancies for Modernization.  <input type="checkbox"/> <input checked="" type="checkbox"/> Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).         </p> <p>(b) If any of these activities are planned for the current Fiscal Year, describe the activities. For new demolition activities, describe any public housing development or portion thereof, owned by the PHA for which the PHA has applied or will apply for demolition and/or disposition approval under section 18 of the 1937 Act under the separate demolition/disposition approval process. If using Project-Based Vouchers (PBVs), provide the projected number of project-based units and general locations, and describe how project basing would be consistent with the PHA Plan.</p> <p><b><i>See Attachment B.2(b) New Activities and Attachment B.2(b)(i) Demolition and/or Disposition</i></b></p>
<b>B.3</b>	<p><b>Progress Report</b></p> <p>Provide a description of the PHA's progress in meeting its Mission and Goals described in the PHA 5-Year and Annual Plan.</p> <p><b><i>See Attachment B.3.</i></b></p>
<b>B.4</b>	<p><b>Capital Improvements</b></p> <p>Include a reference here to the most recent HUD-approved 5-Year Action Plan in EPIC and the date that it was approved.</p> <p><b><i>See HUD form 50075.2 approved by HUD on 01/05/2022, 2021-2025. Rev. 1.</i></b></p>
<b>B.5</b>	<p><b>Most Recent Fiscal Year Audit</b></p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>
<b>C.</b>	<p><b>Other Document and/or Certification Requirements.</b></p>
<b>C.1</b>	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) have comments to the PHA Plan?</p> <p>Y N</p> <p><input type="checkbox"/> <input type="checkbox"/></p>

	<p>(b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p><b>Note – This will be added to the final version.</b></p>
<b>C.2</b>	<p><b>Certification by State or Local Officials.</b></p> <p><a href="#">Form HUD 50077-SL</a>, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p> <p><b>Note – This will be added to the final version.</b></p>
<b>C.3</b>	<p><b>Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.</b></p> <p>Form HUD-50077-ST-HCV-HP, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations</i></p> <p><i>Including PHA Plan Elements that Have Changed</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p> <p><b>Note – This will be added to the final version.</b></p>
<b>C.4</b>	<p><b>Challenged Elements.</b> If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p>(b)</p> <p>Y N</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p>If yes, include Challenged Elements.</p>
<b>C.5</b>	<p><b>Troubled PHA.</b></p> <p>(a) Does the PHA have any current Memorandum of Agreement, Performance Improvement Plan, or Recovery Plan in place?</p> <p>Y N N/A</p> <p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, please describe:</p>
<b>D.</b>	<p><b>Affirmatively Furthering Fair Housing (AFFH).</b></p>

D.1	<p><b>Affirmatively Furthering Fair Housing (AFFH).</b></p> <p><b>Provide a statement of the PHA’s strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item. <i>LMH is not currently required to submit an AFH. LMH will address and comply with its fair housing obligations. LMH is working with the local jurisdiction on its Analysis of Impediments and Fair Housing Action Plan. LMH will also include civil rights certification HUD-50077 ST-HCV-HP with its 2025 Annual Plan submission</i></b></p>
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ATTACHMENT B.1(b):  
50075-ST LMH 2026 ANNUAL PLAN ELEMENTS REVISED  
PLAN ELEMENTS



## STATEMENT AND STRATEGY FOR ADDRESSING HOUSING NEEDS

### Public Housing Waiting List

1. Total number of families on waitlist? 1539
2. Annual Turnover of waitlist: 300

LIPH Demographic Data - 2025		
Public Housing	Count	Percentage
Extremely Low Income	975	86.67
Very Low Income	34	10.12
Low Income	16	3.19
Over Income	2	.25
Families with Children	582	24.22
Elderly Families	27	13.61
Singles	284	65.86
Families with Disabilities	210	47.07
White	232	27.50
Black / African American	780	77.80
American Indian / Alaskan Native	6	0.88
Asian	1	5.26
Native Hawaiian / Pacific Islander	2	0.25
Not Assigned	6	0.74
1 Bedroom	92	46.50
2 Bedroom	391	42.50
3 Bedroom	146	24.50
4 Bedroom	38	11.7
5+ Bedroom	8	2

1. Is the waitlist closed? Yes
  2. If yes:
    - a. How long? Since October 18, 2023.
    - b. Do you plan to reopen this year? The LIPH waitlist opening is subject to unit availability.
- Is waitlist categorized? Yes, the waitlist is categorized as the following:
- i. Conventional Family
  - ii. Conventional Elderly/Handicapped/Disabled
  - iii. Conventional Single
  - iv. Conventional Special Needs

**Annotation: HCV Waiting List and Demographic Data**

- The following waiting list data reflects figures as of December 31, 2024, prior to a comprehensive waiting list purge conducted by LMH in early 2025.
  - This purge was undertaken to remove duplicate entries, households who failed to respond to multiple contact attempts, and applicants who were no longer eligible or in need of assistance.
  - As a result, the waiting list was reduced to approximately 400 active applicants.
  - Throughout 2025, LMH has drawn from that list to support leasing activity.
- As of July 2025, 88 active applicants remain on the Housing Choice Voucher waiting list.
- The demographic data below provides a snapshot of the pre-purge applicant pool; it is not specifically representative of the remaining waiting list population as of this current plan submission date (3<sup>rd</sup> and 4<sup>th</sup> qtrs. 2025).
- LMH anticipates reopening the waiting list in January 2026. At that time, new demographic and household composition data will be collected, and a revised baseline will be re-established.
- Updated figures will be reported in the 2027 Annual Plan

**HCV Waiting List:**

1. Total number of families on waitlist? 1259
2. Annual turnover of waitlist: 0

<b>HCV Demographic Data - 2025</b>		
<b><u>HCV</u></b>	<b><u>Count</u></b>	<b><u>Percentage</u></b>
Extremely Low Income	1059	84.38%
Very Low Income	147	11.71%
Low Income	35	2.79%
Over Income	14	1.12%
Families with Children	854	68.05%
Elderly Families	36	2.87%
Singles	304	24.22%
Families with Disabilities	61	4.86%
White	198	15.78%
Black / African American	1040	82.87%
American Indian / Alaskan Native	7	.56%
Asian	4	.32%
Native Hawaiian / Pacific Islander	2	.16%
Not Assigned	4	.32%
1 Bedroom	349	27.81%

2 Bedroom	575	45.82%
3 Bedroom	224	17.85%
4 Bedroom	42	3.35%
5+ Bedroom	6	.48%

1. Is the waitlist closed? Yes, except for project based vouchers. These applications are accepted via a referral process only.

2. If yes:

- How long? The waitlist closed on September 26, 2019.
- Do you plan to reopen this year? LMH will open the list in 2025.

### **HUD Programs Under PHA Management**

<b>Program Name</b>	<b>Units or Families Served/Leased at Beginning of Year</b>	<b>Expected Turnover</b>
Public Housing	2414	400
Housing Choice Vouchers	3829	270
All other HCV Programs (Mainstream and Emergency Housing Vouchers)	309	1/Mo.
HCV Total Leased (Jan. 2025)	4138	25/Mo.

### **Affordability**

- LMH will maximize the availability of affordable housing by attaining and maintaining a 98% rate of occupancy. Achieving this is paramount to receive High Performer status in the Low-Income Public Housing Program's Public Assessment System (PHAS).
  - LMH uses and monitors this tool to evaluate and manage indicators and sub-indicators relevant to the affordability of the low-income public housing program housing portfolio.
- LMH will employ effective maintenance and management policies to:
  - Minimize the number of public housing units off-line; reduce turnover time for vacated public housing units; reduce time to renovate public housing unit; seek replacement of public housing units lost to the inventory through mixed finance development; seek replacement of public housing units lost to the inventory through section 8 replacement housing resources; and undertake measures to ensure access to affordable housing among families assisted by the PHA, regardless of unit size required.
- LMH will maximize the use of vouchers by promoting higher rates of utilization in the Housing Choice Voucher Program. The agency will increase outreach efforts to expand the number of private landlords participating in the program through

the newly created Landlord Liaison and Housing Navigator position. LMH will work with the private property owners to maximize the payment standards, which should result in increased utilization.

- LMH will diligently work to remain as a High Performer in the Housing Choice Voucher program by meeting the Section Eight Management Assessment Program (SEMAP) Key Performance Indicators. The agency uses and monitors this tool as it manages many indicators and sub-indicators that are relevant to the affordability of the program's portfolio.
- High performance in both programs will increase flexibility in the management of available resources to promote affordable housing in Lucas County, Ohio.
- To promote affordability, the Housing Choice Voucher Department will continue ongoing education, training and outreach initiative, which include orientations, workshops, and symposiums to current and prospective landlords.
- HCV will implement landlord incentives and mitigation, consistent with the guidance provided of PIH Notice 2022-18 (HA).
  - This notice provides guidance on the use of HCV and Mainstream voucher ongoing administrative fees for expenses related to assisting HCV and Mainstream families to lease units, including the costs of security deposit assistance and landlord incentive and retention payments.
  - The goal is to support current landlords and to increase the number of new landlords participating in the program.
- LMH will strategically expand housing in communities of opportunity and revitalization areas within LMH's jurisdiction through the Project-Based Voucher (PBV) program.
  - LMH amended the Administrative Plan to allow for an additional 10% of Housing Choice Vouchers to be utilized under the exception provision of HOTMA Final Rule (2023) for individuals and families that meet these criteria (see below):
    - Individuals and families that meet the definition of homeless under section 103 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302) and contained in the Continuum of Care Interim Rule at 24 CFR 578.3.
    - To house families that are comprised of or include a veteran.
    - To provide supportive housing to people with disabilities or elderly people (as defined in 24 CFR 5.403).
    - Are made available for Family Unification Program (FUP) youth, including requirements related to the increased project cap exception category at 983.54(c)(2)(ii).
    - Are located in a census tract with a poverty rate of 20 percent or less, as determined in the most recent American Community Survey Five-Year Estimates.
  - If a shortfall situation arises, LMH will work with HUD take measures to resolve the issue, while continuing to provide as many housing opportunities as possible under the HCV program.

- HCV continues to partner with the City of Toledo in educating landlords on the Lead Safe Ordinance. In addition to education, landlords may also be eligible for resources that support this requirement.
- The HCV dept. received the Lead Risk Assessment Demonstration Grant. This grant aims to provide funding to qualifying landlords, enabling them to receive a free lead risk assessment. The demonstration is set to span over a 3-year period, during which the services will be extended to 200 landlords.
- PIH Notice 2022-18 authorizes and provides guidance for PHA's to use HCV and Mainstream voucher administrative fees on expenses related to leasing units, including cost of security deposits, application fees, utility deposits, holding fees, etc.
  - LMH will comply with this Notice to aid in the removal of housing related barriers for participating families.
- The HCV department has hired a Housing Stability Coordinator, who provides support to participants in their search for housing and any related housing/program needs and qualifies candidates for the Home Ownership program.

### **Supply**

- LMH continues to provide its low-rent program residents with safe and well-maintained housing and services consistent with HUD requirements and standards.
  - LMH's modernization program obligates capital funds within program requirements. The quality of documentation and physical work remains a top priority of the agency.
- LMH will work to increase the supply of assisted housing units by developing new units using mixed finance projects, including LIHTC, RAD Conversion/Transfer of Assistance, Section 18 Blend, Faircloth to RAD, and applying for additional vouchers when appropriate.
- LMH will open Park Apartments in September 2025 with 45 apartments for disabled young adults aging out of foster care.
- LMH's Real Estate Development & Modernization Department (REDM) is targeting development of new affordable assisted housing in areas of higher opportunity and replacing outmoded designs with new, efficiently-laid-out developments, considering visibility and accessibility.
  - LMH and its non-profit affiliate Lucas Housing Services Corporation, will partner with Evergreen Preservation to acquire a 75 Apartment complex for families located on a high opportunity area in Toledo (Palmer Gardens).
  - Financial closing is targeted for September 2025 with work to begin soon after.
- LMH will continue to seek funding from sources such as the Federal Home Loan Bank, HOME funds, Low Income Housing Tax Credits (4% and 9%), and other federal, state, and local sources. The rolling RFP, referenced in the Affordability

section above, will also help to increase the supply of affordable housing in Lucas County, Ohio.

### **Quality**

- LMH will continue to upgrade its housing portfolio the utilization of the Capital Fund Program and Mixed Finance Projects, including continued development of Collingwood Green. LMH has seven (7) key projects in various development stages to serve a variety of populations, including Transitioned Aged Youth (TAY). These projects include:
  - Collingwood Green Phase IV (40-45 Family Town Homes)
  - Collingwood Green Phase V (75 Senior Apartments)
  - The Park Apartments (45 Transitioned Aged Youth Apartments)
  - Palmer Gardens-(75 Family Apartments)
  - Thurgood Marshall Development-(54-86 Senior Apartments)
  - Mission Point (65 Apartments for Chronic Homeless)
  - TenEyck Towers: RAD Conversion of 154 Apartments for the Elderly and Disabled (project status is currently on hold)
- LMH is enhancing the quality of housing stock provided to residents by updating fixtures, flooring and appliances and providing quality control on work orders throughout the agency.
- LMH will invest its Capital Fund Program funding into:
  - Lead abatement and interim controls.
  - Safety and security (including security cameras and fire system upgrades).
  - Improvement of infrastructure with focus on energy efficient measures, including building mechanicals, HVAC systems, windows, roofing, and additional unit modernizations.
- Environmental Reviews for these projects were completed in the spring of 2025.

### **Accessibility**

#### **Moved Elderly Criteria and Table to Section B.2: new Activities - Designated Housing for Elderly and/or Disabled Families.**

Covered dwelling units at future newly constructed developments are scheduled to meet applicable accessibility and fair housing design and construction requirements.

In addition, LMH has also focused efforts on reducing barriers for English Language Learners (ELL's) and those with Limited English Proficiency (LEP) in the community.

- Language Access for ELL's and LEP Persons
  - LMH continues to implement its policy providing meaningful access to material information.

### **Unit Size**

- If a household reports, or the PHA becomes aware of a change in household composition, then the PHA will determine whether the apartment/home is still appropriately sized.
- LMH will transfer a family when the family size has changed, and the family is now too large (under-housed) or too small (over-housed) for the unit occupied.

### **Location**

- LMH established a repositioning strategy that will meet the demands and needs of affordable housing in Toledo and Lucas County.
  - REDM is continually reviewing the portfolio repositioning strategy to meet current market needs.
  - LMH will work directly with HUD to review its options around portfolio repositioning.
  - HUD has provided LMH technical assistance with Du & Associates related to the repositioning of McClinton Nunn.
- LMH continues to explore housing opportunities that will assist eligible families and individuals in identifying and expanding housing choice.
- Through the Housing Choice Voucher Program's education and outreach initiative, LMH works with landlords, partners, and the community to eradicate barriers to affordable housing and increase access to quality housing stock.
  - This initiative provides orientations, workshops, and symposiums to current and prospective landlords. Targeted outreach to landlords is expected to yield increased housing opportunities for eligible families.
  - LMH also implemented the "My Next Home" Leasing Event. The event brings together housing providers and voucher holders who are seeking housing opportunities.
  - Participating housing providers are available to facilitate pre-leasing activities and accept applications for available units.
  - This ongoing event helps to expedite the housing search and streamline the leasing process.
  - LMH has an electronic landlord portal to provide better customer service to participating landlords. The portal has streamlined services and provides landlords with 24-hour access to their account information, which enhances business process efficiency with the HCVP department.
- LMH expanded its electronic services aligned to its daily operations and client support services in 2025.
  - In 2025, HCVP also implemented a "Housing Locator" service to support voucher holders with their housing search.
  - Housing Locator is an online searchable database that provides real-time access to available housing for lease.



- This user-friendly electronic tool provides available leasing information to participants; thus, reducing time, barriers, and cost associated with in-person searches.
- LMH continually seeks opportunities to use technology to reduce housing barriers and make information accessible for program participants.

### **At-Risk Populations**

- LMH secured partners to develop housing for special populations, including the homeless, youth aging out of foster care, and youth reentering the community from the juvenile justice system. REDM has also secured development partners to help implement its repositioning strategy.
  - LMH is in process of completing a 45-unit permanent supportive housing development at the former Park Hotel specifically targeting youth aging out of foster care.
  - LMH is planning a development in partnership with the Cherry Street Mission to develop "Mission Point," a multifamily building that will house the chronically homeless.
    - This project received a 9% LIHTC Award Reservation from OHFA in May 2025. The project is moving forward to submit a final application in September of 2025. If the current timeline proceeds as is, financial closing could take place in April 2026 with construction to begin shortly thereafter. Mission Point is slated to open in 2027.
- LMH continues to serve as Co-Lead alongside the Toledo Lucas County Homelessness Board for United Way's Collaborative Impact model under the category of Housing Stability.
  - In this role, LMH convenes a community collaborative around Housing Stability and is working to move the local housing community towards common community-wide goals.
  - Working-with United Way staff, volunteers, and other lead partners in education, health, and financial stability; LMH will review community needs, guide the creation of an investment framework and assist in making funding recommendations for United Way resources.
- LMH continues to work with the court system and advocacy groups like the Re-Entry Coalition and The Ridge Project, to assist individuals reentering society from incarceration find housing.
  - LMH initially designated 25 vouchers for this initiative but revised this determination in 2023 due to challenges affecting program utilization brought on by unforeseen market conditions.
  - LMH currently has 20 re-entry vouchers available.
- The HCV Administrative Plan has been revised to reflect changes similar to LMH's ACOP. This will drastically improve the accessibility of housing for those who have a criminal record. The revisions were developed in collaboration with advocacy groups.
- LMH is partnered with the Hospital Council of Northwest Ohio to continually



evaluate the need of providing rental subsidies to reduce infant mortality risk factors.

- Through the Getting to 1 Housing initiative, LMH increases housing stability of low-income families experiencing homelessness or unstable housing who are either pregnant or have a child(ren) 12 months of age or younger.
  - LMH has consistently allocated additional vouchers to this initiative for the past seven years, increasing the total number of available program vouchers to 115.
- Since 2021, LMH has consistently increased the number of Housing Choice Vouchers available for either homeless or chronically homeless families through the Housing First model.
  - As of 2025, the current total is 95 vouchers.
- LMH leased 46 project-based vouchers (PBV) to TASC of Northwest Ohio for the Warren Commons supportive housing community located in Toledo, Ohio.
  - These vouchers addressed individuals experiencing homelessness who were incarcerated or had unfavorable criminal records.
  - The project was fully leased in 2024.
- LMH leased new project-based vouchers (PBV) to Spire Development and Swan Creek Crossings LLC offering housing for seniors 55 years of age and older.
  - Swan Creek Crossing, located in Swanton, Ohio is based in an area of lower poverty and aligns with LMH's mission of providing affordable housing choices in desirable neighborhoods.
  - This project was fully leased in 2024
- Emergency Housing Vouchers
  - LMH has complied with guidance provided in PIH Notice 2023-14(HA), which restricts PHA's reissue "turnover" vouchers once they have reached their cumulative EHV lease-up count after September 30, 2023.
  - LMH issued no new EHV vouchers in 2024 or 2025.

### **Operations and Community Development**

LMH plays a direct role in offering housing to more than 7,400 households in Lucas County. Out of this total:

- Over 72% are beneficiaries of the Housing Choice Voucher (HCV) programs
- Approximately 27% reside in publicly owned LMH housing
- The remaining 1% find their homes in other LMH-owned units, which are rendered affordable through diverse partnerships and initiatives.

Recognizing that affordable, obtainable housing is the foundation of a flourishing and community, LMH has undertaken a proactive approach to address additional community development efforts by collaborating with the City of Toledo and other partners to ensure an effective housing plan implementation for its jurisdiction.

- This collective effort aims to create mixed-income communities, preserve existing affordable units, promote economic stability, and reduce homelessness.

- LMH has maintained its commitment to providing safe, affordable housing to individuals of all ages, including adults, seniors, and children.
- This is achieved through various housing options such as Public Housing, Housing Choice Vouchers, Mixed-Income, and Market Rate housing units.
- Lucas Metropolitan Housing (LMH) recently embarked upon a Portfolio Repositioning Strategy to create housing opportunities in high opportunity neighborhoods and to improve existing housing conditions to create mixed-income communities of choice.
  - The Portfolio Repositioning Plan underscores LMH's commitment to addressing housing challenges, fostering affordability, and maintaining the quality of housing units within their portfolio.
  - The primary objectives of this plan will encompass several critical areas:
    - Converting a portion of its public housing portfolio to RAD (Rental Assistance Demonstration), which is designed to modernize and preserve affordable housing units - allowing them to access private sector financing and management while maintaining affordability for residents.
    - Increasing Affordable Housing Units - LMH aims to increase the number of affordable housing units in Toledo and the surrounding county. This expansion is vital to meet the growing demand for affordable housing options within the community.
    - Preservation and Rehabilitation Initiatives - prioritizing the preservation and rehabilitation of existing housing units. This includes efforts to maintain the quality and functionality of current units, ensuring they remain safe and suitable for residents.
    - Creation of Unrestricted Revenue Streams - to establish flexible and stable revenue streams that can support the creation of additional affordable housing options. Unrestricted funding sources are essential for sustained growth and development in the affordable housing sector.
      - An example of creating additional revenue stems from LMH's desire to eliminate waste and ensure effective use of its old headquarters located at 435 Nebraska Ave. While the building still houses partial operations, a future opportunity has arisen for LMH to lease office space to a non-profit organization. This agency's mission is to support the intersection of individuals, families, neighborhoods, and communities in tangible ways that help change people's lives. Through this potential third-party agreement, LMH will capitalize on not only adding to its unrestricted funds while making effective use of its former headquarters but also seize an opportunity to engage with another community partner.

### **Development Initiatives**

- LMH is actively engaged in robust development initiatives focused on revitalizing communities and providing affordable housing options. LMH is dedicated to fostering positive transformation and elevating the well-being of the communities they serve through ambitious and dynamic development projects.
  - There are six projects in LMH's development plans for 2025-2027.

### **Development Initiatives and Conversion to RAD (Rental Assistance Demonstration) Three Year Development Plan**

<b>Development Project</b>	<b>Units/Apts./ T. Homes</b>	<b>Building Type</b>	<b>TDC</b>	<b>Delivery Date</b>
Palmer Gardens	75	Mixed income & Seniors	\$22million	2027
TenEyck Towers	154	Elderly/Disabled	\$38 million	2027
CWG IV	40	Mixed Income/Families	\$20 million	2027
The Park Hotel	45	Transition-age youth (TAY)	\$14 million	2025
CWG V	75	Elderly	\$28 million	2026
Mission Point	65	Homeless	\$21 million	2027

**DECONCENTRATION AND OTHER POLICIES THAT GOVERN ELIGIBILITY, SELECTION, AND ADMISSIONS**

LMH performed its annual deconcentration and income mixing analysis to determine if LMH has any general occupancy public housing developments covered by the deconcentration rule. The analysis results are as follows:

- LMH does have general occupancy public housing developments covered by the deconcentration rule.
- The following covered developments have average incomes that fall above or below the established income range (see table next page)

<b>Deconcentration Policy for Covered Developments</b>			
<b>Development Name</b>	<b>No. of Units</b>	<b>Explanation</b>	<b>Deconcentration Policy</b>
Weiler Homes	378	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
Ravine Park Village	166	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
Port Lawrence	174	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
Birmingham Terrace	113	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
Northern Heights	99	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
Richmar Manor	43	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
John Holland	46	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
Dorrell Manor	100	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
Olander/Devonshire	97	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)

Marsrow Acres	7	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
Willow Bend	8	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
Kincora	6	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
Pulley Homes	45	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
Collingwood Green II	34	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
AMP 111 Scattered Sites	35	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
AMP 112 Scattered Sites	34	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
AMP 122 Scattered Sites	24	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
AMP 131 Scattered Sites	8	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)
AMP 133 Scattered Sites	80	The covered development is subject to consent decrees or other resident selection and admission plan mandated by court action*	See Attachment B.1 (c)

## FINANCIAL RESOURCES

The table below presents a comprehensive statement of financial resources, organized by category—including anticipated resources, PHA operating funds, capital funds, and other projected federal resources available to Lucas Metropolitan Housing (LMH). This statement also includes tenant rents and other income expected to support public housing and tenant-based assistance programs. Additionally, it outlines non-federal funding sources that contribute to federally supported programs, along with their intended uses.

<b>Financial Resources: Planning Sources and Uses</b>		
<b>Federal Grants (FY 2025)</b>		
<b>Sources</b>	<b>Planned \$</b>	<b>Planned Uses</b>
a) Public Housing Operating Fund	15,434,277	Project Operations
b) Public Housing Capital Funds	3,623,391	Project Improvement Operations (1406 & 1410)
c) Hope VI Revitalization/Choice Neighborhoods Planning Grant	685,224	Planning
d) Jobs Plus Grant	198,199	Grant Expenditures
e) Annual Contributions for Section 8 Tenant-Based Assistance	34,977,000	HAP Administrative Program Cost
f) Resident Opportunity and Self Sufficiency Grants	396,757	Grant Expenditures
g) Misc. Income (COCC)	57,797	Misc.
h) Lead-based Paint Abatement	251,695	Grant Expenditures
i) HOME	480,000	Rehabbing homes for Homeownership (LHSC)
	50,000	Lucas County Landbank
	350,000	Grant Proceeds
	70,000	Misc.
	100,000	Developer Fee's
j) Resident Opportunity and Self Sufficiency Grants – FSS	275,648	Grant Expenditures
k) Section 8 MOD Rehab	334,118	HAP Administrative Program Cost
l) 5-Year Mainstream Voucher Program	1,287,564	HAP Administrative Program Cost
m) Emergency Housing Voucher (EHV) Program	403,234	HAP Administrative Program Cost
<b>2. Prior Year Federal Grants (unobligated funds only)</b>		
<b>Sources</b>	<b>Planned \$</b>	<b>Planned Uses</b>
2017 CFP Grant	167,182	Public Housing Capital Improvements
2018 CFP Grant	368,514	Public Housing Capital Improvements

2019 CFP Grant	2,363,263	Public Housing Capital Improvements
2020 CFP Grant	1,898,858	Public Housing Capital Improvements
2021 CFP Grant	5,273,970	Public Housing Capital Improvements
2022 CFP Grant	8,400,000	Public Housing Capital Improvements
2023 CFP Grant	8,373,853	Public Housing Capital Improvements
2024 CFP Grant	4,395,411	Public Housing Capital Improvements
2025 CFP Grant	8,717,330	Public Housing Capital Improvements
<b>3. Public Housing</b>		
<b>Sources</b>	<b>Planned \$</b>	<b>Planned Uses</b>
Dwelling Rental Income	5,883,584	Public Housing Operations
<b>4. Income</b>		
<b>Sources</b>	<b>Planned \$</b>	<b>Planned Uses</b>
Interest on Investments	223,693	Public Housing Operations
Laundry receipts	9,905	Public Housing Operations
Other income from tenants	121,874	Public Housing Operations
Misc Income	136,854	Public Housing Operations
Turnkey 3	105,323	RAD Conversion and Homeownership Programs
<b>5. Non-Federal Sources (list below)</b>		
<b>Sources</b>	<b>Planned \$</b>	<b>Planned Uses</b>
Business Activities	265,497	Miscellaneous income
Component Unit (Lucas Housing Services Rent)	345,356	Property Management
<b>6. Total Resources</b>	<b>\$39,804,999</b>	



## **RENT DETERMINATION**

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### **Public Housing-Income Based Rent Policies**

- Use of Discretionary Policies
  - LMH will employ discretionary rent-setting policies for income-based rent in public housing.
- Minimum Rent
  - LMH's minimum rent is \$50.00.
  - LMH has adopted the following discretionary minimum rent hardship exemption policies.
  - Minimum Hardship Rent Exemption is found at Section XII. E., Rent Computation, LMH's ACOP. Examples of qualifying events are as follows: A family has lost eligibility for or is applying for an eligibility determination for a Federal, State or local assistance program; the family would be evicted because of the imposition of the minimum rent requirements; the income of the family has decreased because of changed circumstances, including loss of employment; and a death in the family has occurred.
- Rents for less than 30% of Adjusted Income.
  - LMH does not plan to charge rents at a fixed amount or percentage less than 30% of adjusted income.
- Discretionary Deductions and/or Exclusion Policies: LMH plans to employ the following discretionary (optional) deductions and/or exclusions policies:
  - Increase in income because, after passing the screening, a person with income (from any source) joins the family.
  - Increase in income of a family whose TTP is currently the minimum rent and/or the family is currently under a minimum rent hardship exemption.
- Ceiling Rents
  - LMH has implemented ceiling rents in all its developments. LMH is using ceiling rents to assist in the deconcentration of poverty in all its developments.
- Rent Re-determinations.
  - Because LMH wants to encourage families to improve their economic circumstances, most changes in family income between reexaminations will not result in a rent adjustment.
  - This approach also encourages residents to fully comply with the requirement to report changes in income or family composition to LMH within ten (10) days of occurrence.
- Individual Savings accounts (ISAs)

- LMH does not plan to implement individual savings accounts for residents as an alternative to the required 12-month disallowance of earned income and phasing in the rent increase in the next year.
- Over-income Renters
  - LMH has updated the ACOP to include implementation of Section 103 of the Housing Opportunity Through Administrative Modernization Act (HOTMA).
  - The over-income families will be notified annually of their status.
  - If the family remains over-income after two years, LMH has elected to have these residents move. This decision has been made to facilitate the continuation of providing affordable housing opportunities for low-income families.

### **Flat Rents**

LMH used the following sources of information in setting the market-based flat rents to establish comparability.

- LMH used guidelines applicable to PIH 2017-23 to establish the Public Housing Flat Rent schedule. LMH now refers to the superseding Notice PIH 2021-27 in the establishment and maintenance of its flat rents. The guidelines permit a PHA to establish flat rents for each public housing unit that is not less than 80% of the applicable Fair Market Rent (FMR) or at the discretion of the Secretary, such other applicable fair market rents that more accurately reflect local market conditions and is based on an applicable market area that is geographically smaller than the applicable market area.
- LMH reviews utility rates annually as required by HUD and adjusts utility allowances as necessary in accordance with other requirements, including public notice and commentary periods.
  - LMH works with the Nelrod Company for utility allowances rate comparisons, studies, and schedules for LIPH, Section 8/HCV, and affiliated entities Collingwood Green Phases I-III.

### **Section 8**

#### Payment Standards

LMH's payment standard in 2025 is:

- 110% of FMR consistent with PIH Notice 2022-30: Reduced from 120% in 2024
- LMH chose this level to optimize housing options for families.
- LMH reevaluates the payment standards for adequacy annually and considers the following factors in its assessment of the adequacy:
  - Success rates of assisted families.
  - Rent burdens of assisted families.
  - Dispersion throughout metropolitan area.

### **Minimum Rent**

- LMH's minimum rent is \$50.00.
  - LMH has adopted minimum rent hardship exemption policies in accordance with our Section 8 Administrative Plan, Chapter 6-III.B.

## **OPERATION AND MANAGEMENT**

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### **LMH Executive Leadership**

#### **President and Chief Executive Officer**

The primary purpose of this position is to provide overall leadership and direction to the Lucas Metropolitan Housing Authority and its employees to fulfill the Authority's mission: The incumbent serves as the principal advisor to the Board of Commissioners on all management issues, making recommendations on improving procedures and analyzing reports to determine the effectiveness of the overall operations. The incumbent also establishes and implements the short-term and long-term strategic plans for the Authority to improve public housing in surrounding communities and provides a positive image for the City.

#### **Chief Administrative and Legal Officer**

This position will direct LMH's day-to-day administrative operations, including legal, compliance and information technology. The primary purpose of this position is to direct and manage LMH's legal functions. The incumbent directs the defense of LMH against suits or claims, prepares the prosecution of LMH's claims against others, and provides legal counsel and guidance to the Executive Office and the Board of Commissioners on a wide variety of operational issues. The incumbent ensures LMH's legal interests are protected and that its activities comply with relevant codes, regulations, and applicable federal, state, and local laws.

#### **Chief Financial Officer**

The primary purpose of this position is to advise the President and CEO, along with the Executive Team on all fiscal matters. It also advises participants in the formulation of the fiscal policy for LMH, including developing the budget; advising on economic

strategies, objectives, and policies; and assisting on the dissemination of financial information and policies to all members of the organization. The position also ensures that all required financial reports and statements are prepared in a timely manner consistent with GASB, and GAAP. The CFO also is responsible for the management of LMH's investment portfolio in compliance with guidelines and rules by LMH, and state, federal and other funding organizations. The CFO also ensures purchases meet procurement processes consistent with HUD regulations, state, and federal law, and LMH policies.

Chief Programs Officer

The primary purpose of this position is to oversee the day-to-day operations and performance of LMH's Programs by improving performance, connecting LMH's

residents to critical programs and services and implementing programs and services consistent with LMH's five-year strategic plan. This position manages partnerships, self-sufficiency programs and initiatives in the areas of economic opportunity, youth, senior and social services. To ensure customer satisfaction through the timely and professional delivery of quality service, with the right attitude and within the established budget. This position is also responsible for implementing management responsibilities in accordance with the vision, values, policies, and procedures of LMH and all applicable laws, regulations, rules, and local ordinances.

President and Chief Executive Officer

- Executive Assistant to the President and CEO
- Chief Administrative and Legal Officer
- Chief Financial Officer
- Chief Programs Officer
- Vice President of Public Safety
- Vice President of Resident Relations
- Director of Real Estate Development & Modernization (REDM)
- Director of Audit & Compliance

Chief Administrative and Legal Officer

- Vice President of Human Resources
- Manager of Procurement and Contracts
  - Procurement Coordinator
- Executive Assistant to the Chief Administrative and Legal Officer
- Paralegal
- 504 -ADA Program Coordinator/Paralegal

Chief Financial Officer

- Vice President of Finance
  - Accounting Coordinator
  - Accounting Specialist (2)
- Vice President of Information Technology
  - Senior Systems Administrator
  - Information Technology Specialist II
- Senior Accountant I / CFP Coordinator
- Purchasing/Accounting Coordinator

Chief Programs Officer

- Senior Vice President of Asset Management
  - Regional Director of Housing
    - Property Manager (6)

- Assistant Property Manager (12)
    - Clerical Specialist (3)
  - Superintendent of Maintenance
    - Maintenance Manager (3)
    - Maintenance Team Lead (3)
    - Maintenance Staff (35)
    - HVAC/R Supervisor
    - HVAC/R Technician (3)
    - Laborers Crew Leader
      - Laborers-Set Out (5)
  - Manager of Occupancy & Leasing
    - Housing Placement Supervisor
    - Housing Specialist (3)
    - Clerical Specialist – Imaging Clerk
- Senior Vice President of Housing Choice Voucher Programs
  - Director, HCVP
    - Housing Specialist Team Lead (2)
    - Housing Specialist (10)
  - HCV Community Services Administrator
    - Family Self-Sufficiency Specialist (3)
  - Housing Stability & Customer Service Supervisor
    - Clerical Specialist – Customer Service (2)
    - Clerical Specialist – Receptionist (2)
  - Landlord Liaison/Housing Navigator
  - Inspection Supervisor
    - Inspectors (3)
    - Clerical Specialist – Data Entry (2)
  - Administrative Assistant II
- Vice President of Human Resources
  - Human Resources Manager
  - HR-Payroll/Benefits Coordinator
  - Human Resources Assistant
- Vice President of Public Safety
  - Manager of Access and Operations
    - Static Security Officer (10)
  - Field Operations Leader (2)
    - Mobile Patrol Officers – 12
- Vice President of Resident Relations
  - Service Coordination Specialist (7)
  - Family Self-Sufficiency (FSS) Coach
  - Financial Opportunity Center (FOC) Coach (2)

- Director of Real Estate, Development, and Modernization
  - Executive Assistant to the Director of REDM
  - Project Manager (2)
- Director of Audit & Compliance
  - Quality Assurance Coordinator – HCVP
  - Quality Assurance Coordinator – LIPH
  - Quality Assurance Coordinator – Section 3

## **GRIEVANCE PROCEDURES**

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### **Public Housing**

LMH's lease and ACOP describe the process for a resident to file a grievance. LMH also provides a resident with multiple opportunities to informally resolve issues prior to formal grievance process.

Residents or applicants who desire to initiate the LMH Grievance Process should contact the following LMH Development Management office for residents listed below:

<b>Location</b>	<b>Phone</b>
Oak Grove/Dorrell/Jade/Devonshire/Olander/Marsrow/Willow Bend/Scattered	(419) 259-9478
Glendale/Flory Gardens/Elmdale/Mercer/Richmar/Scattered	(419) 259-9476
Weiler Homes/Spieker Terrace	(419) 259-9428
Ravine/Birmingham/Harry Hansen/Northern Heights/Pulley/Scattered	(419) 259-9461
Port Lawrence/McClinton Nunn/Vistula/Scattered	(419) 259-9564
TenEyck/Ashely/John Holland/Scattered	(419) 259-9555
Occupancy Department for applicants	(419) 259-9477

### **Section 8**

LMH has established procedures in addition to federal requirements found at 24 CFR 982 for informal reviews pertaining to applicants to the HCV Program and informal hearings pertaining to active participants currently assisted by the HCV Program. To ensure compliance with the informal and formal grievance process, LMH routinely trains staff and the hearing officer on the grievance process.

- Housing Choice Voucher Program applicants or assisted families who desire to initiate the informal review and informal hearing process should contact the following: Housing Choice Voucher Office (424 Jackson St. Toledo, OH 43604)

## **HOMEOWNERSHIP PROGRAMS**

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### **Public Housing**

LMH in partnership with its non-profit affiliate Lucas Housing Services Corporation (LHSC) administers a homeownership program through the reutilization of Turnkey III funds for public housing as well as the HCV participants. LMH and LHSC have developed partnerships with other local non-profit organizations that provide activities that help lead low to moderate income individuals and families to homeownership. Referrals are made and residents are linked to the appropriate agencies as needed. LHSC provides in-house Homeownership Counseling and services that improve the financial well-being of its clients. Those services include Credit Counseling, Debt Management, Financial Literacy, and Post Purchase Counseling. These services are provided by a HUD Certified Housing Counselor. LHSC is seeking to become a HUD Certified Counseling Agency.

### **Section 8 Tenant Based Assistance**

LMH administers a homeownership program for the Housing Choice Voucher Program. LMH will administer up to 10 new homeownership units per year. LMH may exceed the number of units planned per year if it is necessary as a reasonable accommodation for a person with a disability. If this occurs, LMH may reduce the number of homeownership units offered in subsequent years.

Applicants enrolled in the FSS Program will be given a preference over other families for the HCV Homeownership Program. LMH limits the number of applicants that may be provided with this preference on an annual basis.

All families must meet eligibility requirements as defined in Section 15-VII.B of this plan.

## **COMMUNITY SERVICE AND SELF-SUFFICIENCY PROGRAMS**

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Through partnerships with community-based and governmental agencies, LMH offers the following services to residents of public housing:

- LMH will continue to comply with Section 3 goals and benchmarks.
- The purpose of Section 3 is to ensure that economic opportunities, most importantly employment, generated by certain HUD financial assistance, shall be directed to low- and very low-income people, particularly those who are recipients of government assistance for housing or residents of the community in which the Federal assistance is spent.
  - Through partnerships with community-based and governmental agencies, and cooperative interdepartmental efforts, LMH complies with Federal Section 3 requirements found in 24 CFR Part 75 - *Economic Opportunities for Low- and Very Low- Income Persons*.
  - LMH continues to comply with Section 3 Agency goals and benchmarks; offering pathways toward stable careers in employment opportunities

created by the expenditure of Federal funds during housing rehabilitation, housing construction, and other public construction projects assisted under HUD programs that provide housing and community development.

- All contractors with LMH must prove good faith efforts to provide Section 3 labor hours toward meeting quantitative benchmarks. Contractors who cannot meet the quantitative benchmarks will provide evidence of qualitative efforts to promote Section 3 goals.

LMH offers the following services and programs to residents and participants (see table next page).



<b>Program Name &amp; Description (including location, if appropriate)</b>	<b>Estimated Size</b>	<b>Allocation Method (waiting list/random selection/specific criteria/other)</b>	<b>Access (development office) / PHA main office / office / another provider name)</b>	<b>Eligibility (Public Housing or Section 8 participants or both)</b>
Resident Opportunity Program offers residents at select sites an opportunity for work experience, job readiness, educational opportunities, financial literacy, and community service opportunities – with stipends for residents	8 sites per year plus scattered sites (single family homes) on current ROSS grant per year	Referrals made by Property Managers or residents call to request program	Property Managers Office	PH
Family Self-Sufficiency	60 Participants	Referrals made by Property Managers or residents call to request program	LMH PH Sites	PH
Life Skills training at Weiler Hope House	20 contacts per month	Walk-in and referral from housing management	LMH Weiler Homes via ROSS Service Coordination	PH
Ivy Entrepreneur Institute Small business development program	15	FSS participants and Workforce Development (formerly Section 3) referrals	Port Lawrence & Virtual Sessions	PH
Service Coordination – Referral and Linkage to community resources to support move towards self sufficiency	Minimally 500/yr. by Service Representatives	Available to any PH resident based on resident's request	Available at each PH site	PH
Budgeting	50+	As requested, and referrals from Property Managers	Local Financial Opportunity Centers & Financial Institutions (NeighborWorks, ProMedica Ebeid, Pathway)	PH

Basic Computer skill building	50	FSS participation: Walk-ins from PHA sites to mobile computer classes on site via partnership with Public Library/Basic computer skill training at computer labs in 4 PH sites for residents	Lucas Public Library Mobile at LMH sites Flory; Glendale; Ravine; Vistula Manor; Weiler Labs at Vistula, Elmdale/Mercer, Port Lawrence, Glendale, and Ravine.	PH
Job Development and Placement at Ohio Means Jobs (OMJ) the local one stop employment assistance agency	Minimum 150	Referrals from ROSS SC/FSS Coordinators staff in program participants	Ohio Means Jobs (OMJ)	Both
Mental Health and Substance Abuse recover support referrals	8-10	Referral from site service representative or request from a resident	At all sites	PH
LMH –Individual Training Service Plans (ITSP's)	140	All FSS participants and PH residents	LMH PH sites	ROSS and FSS participants
LMH –Educational assessments	30	All FSS program participants	Referrals from PH sites	PH
Various Locations –GED Classes	23	On an as needed basis for GED obtainment	Toledo Public Schools, Pathway, East Toledo Family Center, Penta Voc. Center, OMJ, and onsite GED at Port Lawrence.	PH
LMH Credit Building	20 referrals	All FSS program participants and other PH residents per referral from Property Managers	Financial Opportunity Centers (Pathway, ProMedica Ebeid, NeighborWorks)	PH
OMJ –Employment Training, Work ready Certificates, Job Development services	140	On an as needed basis for skills assessment, development, and leads to potential employers	OMJ 3737 W. Sylvania Ave.	PH

			Resume writing Interviewing skills	
Neighborhood Housing Services – purchase homeownership education/counseling and financial management counseling	10	All FSS program participants with homeownership as a goal	NeighborWorks Toledo- 704 2 <sup>nd</sup> St	HCV
Neighborhood Housing Services – post purchase homeownership education/counseling	Section 8 Only	All homeownership participants	NeighborWorks 704 2nd Street Toledo, OH	HCV
Connecting Kids to Meals – feeding program-breakfast & lunch for youth during summer months. Food commodities delivered once monthly to PH residents with food insecurities	Approx. 200 youth per day. Average delivery of 50 per month at 5 PH sites	Open to youth at select family sites. Commodities delivery is available at select PH sites in partnership with Toledo Seagate Food Bank.	Connecting Kids to Meals provided at community Centers at Northern Hts., Ravine, Birmingham Terrace, Elmdale/Mercer, Port Lawrence, and McClinton-Nunn Commodities provided at all family and elderly/disabled sites with Community Centers.	PH

Policies and programs for the enhancement of the economic and social self-sufficiency of assisted families.

<b>Family Self Sufficiency (FSS) Participation</b>		
Program	Required Number of Participants	Actual Number of Participants Currently Active
Public Housing	Not required – voluntary program	51
HCV	Not required – voluntary program	132

LMH administers the HUD Family Self Sufficiency consistent with 24 CFR 903.7(l). The program is designed to reduce dependency on public assistance and to promote economic and social self-sufficiency for participants.

- LMH's action plan has been approved, and it is implementing that plan consistent with the Family Self-Sufficiency rule.
- LMH has been designated as a Financial Opportunity Center (FOC) in partnership with LISC Toledo.

### **Welfare Benefit Reductions**

LMH complies with the statutory requirements of section 12(d) of the U.S. Housing Act of 1937 (relating to the treatment of income changes resulting from welfare program requirements) by:

- Adopting appropriate changes to LMH's public housing rent determination policies and training staff to carry out those policies.

<b>Community Service Requirement</b>	
Number of tenants required to perform community service	389
Number of tenants performing community service	108
Number of tenants granted exemptions	2903
Number of tenants in non-compliance	86
Number of tenants terminated/evicted due to non-compliance	0
*Pending number of tenants not determined	195

**Note:** HUD established waivers and administrative flexibilities for numerous statutory and regulatory requirements to provide relief to Public Housing Agencies (PHAs) in response to the pandemic. HUD first established waivers and administrative flexibilities for PHAs under the CARES Act in Notice PIH 2020-05. LMH adopted many of the waivers and alternative requirements issued in this and subsequent notices.

LMH adopted waiver PH-5: *Community Services and Self-Sufficiency Requirement (CSSR)*. Implementation of this waiver permitted LMH to suspend community service and self-sufficiency requirement until the family's next annual reexamination. In 2021, this waiver was superseded, 12.e: *Community Service and Self-Sufficiency Requirement (CSSR) Suspension*, waiving the requirement for each non-exempt adult resident of public housing to contribute 8 hours per month of community service and/or participation in an economic self-sufficiency program. This non-discretionary waiver also suspended enforcement of the requirement by all PHAs operating a public housing program. This waiver was effective for all annual reexaminations completed between the publication date of Notice PIH 2021-14 through April 30, 2022.

### **Additional Resident Services Initiatives**

The following changes represent a strategic shift from stand-alone program delivery to an integrated, site-based, resident-led service model. The revised plan elements demonstrate the Resident Relations (RRs) department's ability to scale what works, respond to evolving resident needs, and deepen an alignment with LMH's Five-Year Goals.

Lucas Metropolitan Housing (LMH) continues to evolve its approach to community services and self-sufficiency through the expansion and refinement of its Resident Relations key plan elements revised in the 2026 Annual Plan. As aligned to LMH's Strategic Plan goals, they are included as follows:

#### **I. Formalization of the Financial Opportunity Center (FOC) Model:**

- **Revision:** The FOC, previously in early implementation, is now a core and permanent service hub. Its model has been institutionalized and expanded across LMH properties.
- **Justification:** In 2024, the FOC enrolled 111 participants, provided over 800 service sessions, and directly supported net worth growth and living-wage job placements.
- **Strategic Alignment:** Goal 6 – Economic Empowerment through bundled financial coaching, job navigation, and benefits access.

#### **II. Expanded Resident Governance and Peer-Led Outreach**

- **Revision:** Resident engagement is now anchored in a formal governance structure, including an active C-RAB and site-based resident councils. Peer-led ambassador programs are now part of Jobs Plus and broader outreach strategies.
- **Justification:** C-RAB meetings led to the formation of new resident councils, and two community ambassadors now provide trusted, grassroots outreach at Jobs Plus sites.
- **Strategic Alignment:** Goal 5 – Inclusive Communication through resident-driven engagement and leadership development.

III. Integration of Digital Inclusion and Technology Access

- Revision: Digital literacy training and access support for seniors and digitally disconnected households are now core components of communication and education planning.
- Justification: Forty-two seniors participated in digital training, which helped increase communication access and contributed to improved quality of life indicators.
- Strategic Alignment: Goal 5 – Communication and accessibility for underserved populations.

IV. Community Hub Development Through On-Site Service Models

- Revision: The on-site pantry model (e.g., Weiler Homes) has evolved into a replicable community engagement and service delivery hub.
- Justification: Pantry use exceeded expectations and organically became a space for residents to access not only food, but also services, staff, and social support.
- Strategic Alignment: Goals 5 & 6 – Stability and engagement through place-based programming.

V. Expansion of Economic Mobility Programs

- Revision: New programs like Getting Ahead, Benefits Bridge, and the Cultivating Connections & Change (CC2JR) workforce initiative have been added as formal components of the economic advancement strategy.
- Justification: These programs fill gaps in benefit navigation, resident-to-resident workforce mentoring, and long-term self-sufficiency planning.
- Strategic Alignment: Goal 6 – Income growth, reduced dependency, and financial education.

VI. Enhancements to Family Self-Sufficiency (FSS) and Adult Education Access

- Revision: Revised targets and service models for FSS to reflect increased graduation, escrow savings, and homeownership. Adult education delivery now includes partnerships with Owens Community College, GED providers, and entrepreneurship coaches.
- Justification: 82 FSS graduates and 837 residents engaged in adult education in 2024—major increases from prior years.
- Strategic Alignment: Goal 6 – Long-term asset building and human capital development.

VII. Youth Engagement as a Central Focus Area

- Revision: Youth mentorship, behavioral health support, and structured physical development programs are now integrated into RRD's annual planning.
- Justification: After-school programs through Glass City Boxing, Primary Care Solutions, and Time 4 Change engaged youth in fitness and mentorship activities while reinforcing life skills.
- Strategic Alignment: Goals 5 & 6 – Family engagement, community trust, and future economic opportunity.

**Ongoing Services, Educational Opportunities, and Self-Sufficiency**

- In 2021, LMH comprehensively reviewed all its resident services offerings and partnerships to ensure alignment between program choices and resident needs. This included a review of all interagency agreements, partnership structures, and outcomes for residents and participants. As a result of this analysis, LMH continued to expand its partnerships to offer increased and improved service delivery for the past four years, with the aim of increasing financial empowerment.
- LMH will continue to provide economic opportunities for residents through the JOBS Plus program and coordination of social service programs and Workforce Development (formerly Section 3) through its Resident and Special Services Department.
- The ESUSU Rent program is being offered at Ravine Park Village and Birmingham Terrace.
  - This program was launched in 2019 in partnership with an outside vendor to provide case management.
  - ESUSU Rent reports to three credit bureaus for no cost when residents opt in.
  - Currently, there are fifty-two residents enrolled.
- Since 2023, financial coaching services have been offered to residents of McClinton Nunn Homes, Port Lawrence Homes, Collingwood Green, and John Holland developments.
- LMH partnered with the Islamic Food Bank (IFB) to establish a food pantry.
  - The Food Bank fully stocks the pantry with healthy options typically not available at other food pantries.
  - The pantry also provides fresh produce, bread, bakery items, and a variety of protein sources in addition to shelf-stable offerings.
  - This initiative not only ensures consistent access to food but also serves as a hub for community services, including education, recreation, and health in the Weiler Homes and Speiker Terrace communities.

Promotion of self-sufficiency and asset development in assisted household-objectives:

- LMH administers the Low-Income Public Housing (LIPH) Family Self Sufficiency (FSS) programs.
  - Currently, the FSS has 63 participant slots and Sixty-three 63 active participants.
  - The program continues to partner with agencies and nonprofit organizations offering a myriad of services and training that greatly benefit the participants, such as Lucas County Shared Services Workforce

Development Program. This provides job readiness workshops and fairs, and an FOC which provides financial literacy workshops such as budgeting, credit repair, and investing.

- FSS staff have also attended homeownership training, adding to their skill set.
- LMH also previously partnered with Owens Community College to promote an initiative called the BIG READ program to our patrons who also participated in educational workshops and delivered additional reading programs facilitated by Owens faculty which focused on various reading components such as phonemic awareness, phonics, fluency, vocabulary, and comprehension.
- Several BIG READING Shelves were also made available for the residents at Weiler Homes, Northern Heights, and Elmdale Court.

Through partnerships with community-based and governmental agencies, LMH offers the following services to residents of public housing:

- LMH continues to comply with Section 3 goals and benchmarks.
  - For all contracts subsidized with federal dollars over a defined amount, Section 3 residents will be hired for twenty-five percent of the workforce hours.
  - All contractors with LMH must prove good faith efforts to provide resident hiring per the Section 3 policies, procedures, and regulations.
  - If Section 3 and Targeted S-3 benchmarks are not accomplished, contractors must provide LMH with qualitative efforts to show appropriate endeavors.

## **SAFETY AND CRIME PREVENTION**

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LMH Public Safety is expanding its partnerships and programing to enhance the Crime Prevention Plan in 2025.

- LMH partners with Toledo Police Community Resource Officers to provide programming for Seniors and encourage participation in the Retired Senior Volunteer Patrol; a police service program connecting Senior Volunteers to visit and check on homebound Senior Clients.
- Recently, LMH hired a Youth Service Officer, who partners with Toledo Police Community Resource Officers and other Community Partners, to engage and



encourage positive interactions with juveniles and to promote education, personal responsibility, and accountability.

- LMH focuses on the expansion of information, technology, and intelligence sharing with local Law Enforcement to promote safer properties and enhance resident and officer safety.
- LMH implements a multi-faceted workplan to protect property and enhance the safety of residents and staff.
- The goals of the Safety Enhancement portion of the Strategic Plan are to:
  - Improve upon the safety and security of our properties by:
    - Decreasing criminal activity and,
    - Optimizing safety and security by expanding the Public Safety Department
  - Facilitate safe and secure environments by partnering with residents and the larger community through:
    - Establishing partnerships by community policing, safety specific programs focused on resident interaction, and youth mentoring. This correlates to LMH's Strategic Plan goal #5: *A Commitment to Community Engagement*.
    - Engaging community youth, and working with community partners to provide juvenile programming.
      - One such example is a partnership with New Leaf Group Inc., who will host Twilight Basketball at Ravine Village to provide a safe and engaging activity for youth ages 9-16.
  - Improve staff and interdepartmental safety and security through:
    - Training of staff.
    - The creation of a criminal incident database.
    - Enhancing building security through accessing security systems and performing camera upgrades.
  - Protecting and Securing information, property, and resources by:
    - Updating and monitoring the Business Continuity, Access, and Emergency Action Plans.
  - Proactively enhance crime prevention measures by:
    - Expanding and maintaining the Public Safety Department's partnerships with diverse community agencies.
    - Pursuing safety specific system and assessment upgrades.

## **PET POLICY**

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LMH is currently reviewing the pet policy to determine if any changes are needed.

## **ASSET MANAGEMENT**

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LMH will continue to review and, where necessary, make appropriate changes to its operations to ensure compliance in asset/project-based management. This will include providing training staff training, and required updates that will allow them to manage their respective operations efficiently and effectively in the areas of staff supervision,

project-based budgeting, procurement, capital fund expenditures, etc. In addition, management will review and possibly request HUD to reconfigure the asset management project (AMP) groupings to improve the operational efficiency and effectiveness of managing LMH's public housing stock.

### **Management and Maintenance: Policies and Procedures**

LMH has adopted the following policies and procedures that contain the Agency's standards governing management, operation, and maintenance of the Public Housing and Section 8 assistance programs. Policies and procedures may change based on HUD's PIH Notices.

#### **Public Housing Management:**

- 30-Day Notification Requirement Prior to Termination of Lease for Nonpayment of Rent (per FR Notice: 12/24)
- Abandoned Unit Vacancy Procedure
- Admissions and Continued Occupancy Policy (ACOP/ revised 6/25)
- Annual NSPIRE PHA Conducted Self-Inspections
- Annual UPCS Inspections
- Applicant Screening Procedure
- Audit Report Policy/Finance
- Audit Report Policy/Finance
- Bed Bug Policy
- Bulletin Board Items for Management Offices
- Bulletin Board Items for Management Offices
- Cable TV & Telephone Installation
- Cable TV & Telephone Installation
- Carbon Monoxide Exposure
- Claims Management of Insurance
- Collective Bargaining Agreement
- Collective Bargaining Agreement
- Community Room Policy
- Community Room Policy
- Community Service/Self Sufficiency Supplement
- Community Service/Self Sufficiency Supplement
- Confidentiality Agreement
- Curb Appeal Enforcement Procedures
- Deceased Tenant Procedure
- Disaster Plan
- Displaced Persons
- Dissemination of Police Reports & Security Notices
- Domestic Violence Relocation Policy
- Earned Income Disallowance
- Elevated Blood Level Reporting & Testing Procedures
- Emergency/Fire First Response Plan
- Eviction Procedure
- Fire Safety Violation Procedures
- HOTMA Sections 102, 103, 104
- Informal Hearing for Rejected Applicants
- Interim Review Procedures and Minimum Rents and Hardship Exemption
- Internet User Policy/Procedures (Finance was issued number, policy pending)
- Internet User Policy/Procedures for Non-Staff Persons
- Issuance of "No Trespass" Letters
- Key Card Issuance Policy

- Key Control Procedures
- Language Access Plan and Procedures
- Law Enforcement Operating Procedure
- Lead Based Paint (LBP) Evaluation Records (REDM)
- Lead Based Paint (LBP) Preventative Maintenance Plan
- Lead Based Paint (LBP) Visual Assessments (Annually and at Unit Turnover)
- Lease and House Rules
- LMH Business Continuity Plan
- LMH Lease and House Rules (revised: 4/25)
- Maximum Income Levels for Admission to Public Housing & HCV Programs
- Mediated Conflict Resolution
- Mold and Mildew Remediation Procedure
- Move-Out Survey
- Move-Out Survey/Procedure
- Newspaper Advertising Procedure
- No Smoking Policy
- Non-Expendable Equipment & Fixed Asset Control
- Occupied Unit Entry – Unattended Children Procedure
- Opening and Closing the Waiting List
- Paint Issuance Procedure
- Per Diem Operating Procedure
- Personnel Policy Manual
- Pet Ownership Policy
- Petty Cash
- Postal Check Procedure
- Preventive Maintenance and Periodic Work Orders
- Procedure for the Required Thirty (30) Day Comment Period on Proposed Changes to Policies, Lease & Rules
- Processing Late Fees
- Proof of Insurance for Contractors and Vendors
- Public Records Requests
- Quality Control Audits
- Reasonable Accommodation Processing
- Records Retention Policy
- Referrals & Leasing Procedures
- Release of Information to Law Enforcement and Non-Law Enforcement
- Rent Collection Procedure (for Site Management Offices)
- Rent Escrows
- Rent Option Procedure
- Request for Screening
- Reports/Adult Members Added to Household Composition and for live-in aides
- Resident Charges & Cost of Repairs & Replacements
- Resident Grievance Procedure
- Resident Incentive Program
- Resident Repayment/Collection Policy
- Residual Members of Household Procedure
- Retroactive Rent Cases of \$5K or more
- Satellite Dishes
- Section 3 Policy Administrative Guide
- Security Deposit/Additional
- Security Deposit Collection
- Snow-Winter Weather Emergency Operating Procedure
- Statement of Procurement
- Taking Applications and Initial Processing
- Transfer Procedures
- Transfer Request Procedures
- Truancy Procedure

- Unit Offers and Application Placement
- Unit Preparation & Assignment Procedures
- Unresponsive Resident
- Updating the Waiting List and Removing Applications
- Utility Verification Procedure
- Vacancy Procedures
- Vacated Account Collection Policy with Court Action
- Vacated Collection Policy
- Vehicle Registration Program
- Waitlist Submissions to HUD
- Washers and dryers installed by residents
- Work Order Charges

### **Section 8 Management:**

- Administrative Plan (Revised for HOTMA (Sec.'s 102/104)
- HCVP Standard Operating Procedures
- HCVP Program Guidebook
- Language Access Plan and Procedures
- HCV Homeownership Program Guidebook
- FSS Action Plan

## **SUBSTANTIAL DEVIATION**

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LMH's criteria for determining a "substantial deviation" to its 5-Year Plan is as follows:

- The elimination of a goal or objective prior to it being completed; or
- A significant change to a goal or objective, represented by more than a one-year change to the completion date.
- Additions or deletions of Strategic Goals
- Any deviation that requires reviews and input by the Resident Advisory Board as well as approval by the Board of Commissioners.

## **SIGNIFICANT AMENDMENT/MODIFICATION**

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**LMH's criteria for determining a *Significant Amendment or Modification* to its 5-Year and Annual Plan is as follows:**

- Any change to rent or admissions policies or organization of the waiting list.
- Additions of non-emergency\* public housing CFP work items exceeding 25% of the Agency's overall budget (items not included in the current Capital Fund Annual Statement or 5-Year Action Plan); or
- Any change regarding demolition or disposition, designation, Capital Fund Finance (CFFP), development, homeownership programs, mixed-finance proposal or RAD conversion activities.

As part of the Rental Assistance Demonstration (RAD), LMH is redefining the definition of a substantial deviation from the PHA Plan to exclude the following RAD-specific items:

- The decision to convert to either Project Based Rental Assistance or Project Based Voucher assistance.
- Changes to the Capital Fund Budget produced because of each approved RAD Conversion, regardless of whether the proposed conversion will include use of additional Capital Funds.
- Changes to the construction and rehabilitation plan for each approved RAD conversion; and
- Changes to the financing structure for each approved RAD Conversion.

An exception to this definition will be made for any of the above that are adopted to reflect changes in HUD regulatory requirements since such changes are not considered significant.

This criterion does not supersede the requirements of 2 CFR Part 200 (Administrative Requirements for Grants and Cooperative Agreements), as well as federal, state, or local regulations or statutes.

Any future issuance of HUD guidelines or additional regulations shall take precedence over the above criterion.

*\*Emergency* – means physical work items of an emergency nature, posing an immediate threat to the health and safety of residents or staff, which must be completed within one year of capital grant funding. Management improvements are not eligible as emergency work.

ATTACHMENT B.1 (C):  
50075-ST LMH 2024 ANNUAL PLAN ELEMENTS  
DECONCENTRATION POLICY

## **Public Housing**

### **Eligibility and Equal Access**

The term “family” includes, but is not limited to the following, regardless of actual or perceived sexual orientation, gender identity, or marital status:

1. A single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or is an otherwise eligible youth who has attained at least 18 years of age and not more than 24 years of age; has left foster care, or will leave foster care within 90 days, in accordance with a transition plan described in section 475(5)(H) of the Social Security Act (42 U.S.C. 675(5)(H)) [PIH Notice 2023-27 – HOTMA family revised definition].
2. A group of people residing together, and such group includes, but is not limited to:
  - a. A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family.
  - b. An elderly family
  - c. A near elderly family
  - d. A disabled family
  - e. A displaced family; and
  - f. The remaining member of the tenant family.
3. Disabled family means a family whose head (including co-head), spouse or sole member is a person with a disability.
4. Elderly family means a family whose head (including co-head), spouse or sole member is a person who is at least 62 years of age.
5. Near elderly family means a family whose head (including co-head), spouse or sole member is a person who is at least 50 years of age but below the age of 62; or two or more persons, who are at least 50 years of age but below the age of 62, living together; or one or more persons who are at least 50 years of age but below the age of 62.
6. Eligible youth mean those between 18-24 years of age who have left or will leave foster care within 90 days in accordance with a federally defined transition plan.
7. Sexual orientation means homosexuality, heterosexuality, or bisexuality.
8. Gender identity means actual or perceived gender-related characteristics.

### **Eligibility**

LMH verifies eligibility for admission to public housing and may be no more than 120 days old at the time of admission.

LMH uses the following non-income screening factors to establish eligibility for admission to public housing:

- Criminal, Sex Offender or Drug-related activity
- Rental history
- Housekeeping

- To care for and avoid damaging property
- To create no health or safety hazards
- Not interfering with the rights and peaceful enjoyment of others
- To comply with all rules

LMH requests criminal records from the following enforcement agencies for screening purposes:

- LMH will maintain a contract with a company and/or companies to provide complete criminal background and sex offender screenings through a local, state and national database.

### **Selection and Assignment**

Selection for admission to public housing shall be made from LMH's current waiting list in accordance with date and time of application and applicable preference(s) as follows.

### **Preferences**

LMH does not plan to exceed the federal targeting requirements by targeting more than 40% of all new admissions to public housing to families at or below 30% of the median area income. It is the policy of LMH that transfers will take precedence over new admissions in the following circumstances:

Emergencies:

- Over-housed
- Under-housed
- Medical justification
- Administrative reasons determined by LMH
- Integrative transfers per Jaimes Decision
- Demolition, disposition, revitalization, or rehabilitation
- Accessible unit to alleviate disability problem of non-life-threatening nature
- VAWA
- Other tenant-requested transfers

### **Pre-Occupancy Orientation Class**

The purpose of the pre-occupancy orientation class is to familiarize applicants with the policies and requirements of LMH prior to being assigned a unit. The Head of Household, Co-Head or Spouse is required to attend orientation before they are offered housing. LMH will discuss program compliance and integrity issues. At the conclusion of all pre-occupancy orientation sessions, the family representative(s) will be required to sign a program briefing certificate to confirm that all rules and pertinent regulations were explained to them. Two missed pre-occupancy classes may be grounds for removal from the Low-Income Public Housing waiting list.



LMH plans to employ the following admission preferences for admission to public housing:

**Priority Preference**

Priority Level	Preferences
1	Homeless families
2	Natural disaster victims to include VAWA
3	Disabled families including Olmstead (disabled persons transitioning from institutions or at serious risk of being institutionalized)
4	Veterans
5	Upward mobility – Those enrolled currently in educational, training, or upward mobility programs

Among applicants on the waiting list with equal preference status applicants are selected by date and time of application. In relationship of preferences to income targeting requirements, the pool of applicant families ensures that the LMH will meet income targeting requirements.

**Unit Assignment**

Applicants are ordinarily given two (2) vacant unit choices before they are removed from the waiting list. This policy is consistent across all waiting list types.

**Maintaining the Waiting List**

LMH maintains a community-wide waiting list. Interested people may apply for admission at [www.lucasmha-apply4housing.org](http://www.lucasmha-apply4housing.org). It does not plan to operate any site-based waiting lists.

**Occupancy**

Applicants and residents may use the following reference materials to obtain information about the rules of occupancy of public housing.

- LMH's resident lease
- LMH's Admissions and Continued Occupancy Policy
- LMH's briefing seminars or written materials
- House rules

Residents must notify the LMH of changes in family composition:

- At any time of family composition changes
- At annual reexamination

## **Section 8**

### **Eligibility and Equal Access**

The term “family” includes, but is not limited to the following, regardless of actual or perceived sexual orientation, gender identity, or marital status:

1. A single person, who may be an elderly person, displaced person, disabled person, near-elderly person or any other single person; or is an otherwise eligible youth who has attained at least 18 years of age and not more than 24 years of age; has left foster care, or will leave foster care within 90 days, in accordance with a transition plan described in section 475(5)(H) of the Social Security Act (42 U.S.C. 675(5)(H)) [PIH Notice 2023-27 – HOTMA family revised definition].
2. A group of people residing together, and such groups include, but is not limited to:
  - a. A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family)
  - b. An elderly family
  - c. A near-elderly family
  - d. A disabled family
  - e. A displaced family, and
  - f. The remaining member of a tenant family
3. Disabled family means a family whose head (including co-head), spouse or sole member is a person with a disability.
4. Elderly family means a family whose head (including co-head), spouse or sole member is a person who is at least 62 years of age.
5. Near-elderly family means a family whose head (including co-head), spouse or sole member is a person who is at least 50 years of age but below the age of 62; or two or more persons, who are at least 50 years of age but below the age of 62, living together; or one or more persons who are at least 50 years of age but below the age of 62.
6. Eligible youth mean between 18-24 years of age who has left or will leave foster care within 90 days in accordance with a federally defined transition plan.
7. Sexual orientation means homosexuality, heterosexuality, or bisexuality.
8. Gender identity means actual or perceived gender-related characteristics.

### **Eligibility**

LMH conducts screening to the extent of:

- Criminal or drug-related activity – All members of applicant family
- A family member who owes rent or other amounts to any PHA in connection with the Section 8 Housing Choice Voucher Program, including the Disaster Housing Assistance Program (24 CFR 982), Section 8 Moderate Rehabilitation (24 CFR 882),

and Project Based Voucher (24 CFR 983) or Low Rent Public Housing (24 CFR 960) programs, unless the family repays the full amount of the debt

- Eligibility citizenship status
- Violations of prior family obligations under the Program
- Evictions from federally funded housing
- Fraud, bribery or other criminal act in connection with federally funded housing
- Alcohol abuse that threatens other resident's health, safety, or peaceful enjoyment of premises

LMH requests criminal records from the following law enforcement agencies for screening purposes:

- LMH will maintain a contract with a company and/or companies to provide complete criminal background and sex offender screenings through a local, state and national database.

LMH shares the following information with prospective landlords:

- Criminal or drug-related activity
- Current and former address, if known, and name(s) and address(es) of landlord(s)

#### **Waiting List Organization**

- LMH has one (1) waiting list for Section 8 tenant-based HCV assistance. Families are selected from the waiting list according to the policies provided in the LMH Administrative Plan.
- Exceptions are given for special admission assistance and targeted funding. LMH selects participants from the waiting list or bypasses the waiting list in accordance with relevant HUD regulations and/or admission policies in the LMH administrative plan.

#### **Targeted Funding Programs**

- Emergency Housing Voucher (2021-2023)
- Family Unification Program
- Mainstream (6001 and 811) Vouchers for people with disabilities
- Veterans' Affairs Supportive Housing
- Non-Elderly Disabled I
- Non-Elderly Disabled II (Money Follows the Person Initiative)
- Regular HCV Funding

Separate waiting lists are maintained for each of the project-based and Moderate Rehabilitation programs.

#### **Other Admissions and Special Purpose Vouchers (Local Initiative)**

Supportive Housing – Contingent upon funding available, LMH will make up to 305 Housing Choice Vouchers available for tenant-based assistance through referrals from

Toledo Lucas County Homelessness Board (TLCHB), the Toledo Lucas County Continuum of Care, and The Ridge Project.

Agencies, identified by TLCHB or the Ridge Project must provide ongoing supportive services to the families served. They will be identified as "Supportive Housing". When a family is referred to LMH through "Supportive Housing", the family will receive a voucher if all the eligibility requirements are met and if a voucher is available for the following programs:

- LMH will make up to 165 vouchers available for either homeless or chronically homeless families through the Housing First model.
- LMH will make up to 140 vouchers available for families experiencing homelessness or unstable housing who are either pregnant or have a child(ren) 12 months of age or younger through the Getting to 1 Through Housing project. LMH has partnered with the Hospital Council of NWO for this pilot program that will assess the effectiveness of providing rental subsidies to reduce risk factors for infant mortality and increase housing stability of low- income families.
- LMH will also make up to 20 vouchers available for previously incarcerated citizens participating in a reentry program developed and operated by The Ridge Project, in efforts to reduce recidivism and reunite families after incarceration, as determined and referred by the Coordinator of The Ridge Project (also referred to as Reentry vouchers).

### **Search Time**

LMH issues vouchers for 120 calendar days to search for a unit. LMH will not approve any extensions of the voucher unless written request from the family is received for the following circumstances:

- It is necessary as a reasonable accommodation for a person with disabilities
- It is necessary due to reasons beyond the family's control, as determined by LMH

### **Preferences**

LMH does plan to exceed the federal targeting requirements by targeting more than 75% of all new admissions to the Section 8 Program to families at or below 30% of the median area income.

LMH plans to employ the following admission preferences for admission to Section 8 tenant-based assistance:

**Priority Preference**

Priority Level	Preferences
1	Homeless individuals and families, and Reentry participants to include Supportive Housing UNISON, TLCHB,-the Ridge Project (for Reentry), and other COC's will refer families to LMH that meet the above criteria.
2	Involuntary Displaced Families displaced due to natural disaster or government action. Involuntarily displaced by government action is limited to the following: Current LMH housing programs which are not approved for renewal funding, FUP participants (youth aging out of Foster care) who have reached their voucher life limitation, families in the Moderate Rehabilitation Program who must relocate because the family is under housed or the family has a disabled member who needs to relocate due to a reasonable accommodation and there are not available Moderate Rehabilitation units of the appropriate size or type, a project based voucher contract which is terminated, etc. Involuntary displaced by natural disaster – Families who are victims of a natural disaster are eligible to be added to the waiting list. Natural disasters include, but are not limited to floods, tornadoes, hurricanes, earthquakes, and tsunamis.
3	Insufficient Funding: LMH will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding
4	Disabled persons and their families

Among applicants on the waiting list with equal preference status, applicants are selected by date and time of application.

In relationship of preferences to income targeting requirements, the pool of applicant families ensures that LMH will meet income targeting requirements.

**Special Purpose Section 8 Assistance Programs**

The policies governing eligibility, selection and admissions to any special-purpose Section 8 program administered by LMH are contained in the following documents or other reference materials:

- The Section 8 Administrative Plan
- Memorandum of Understanding(s) MOU's

ATTACHMENT B.2(b):  
50075-ST LMH 2024 ANNUAL PLAN ELEMENTS  
NEW ACTIVITIES

## **HOPE VI OR CHOICE NEIGHBORHOODS**

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LMH is in processing of evaluating whether to apply for additional funding and plans to potentially co-partner with other local organizations to submit a comprehensive proposal including its community partners.

## **MIXED FINANCE MODERNIZATION OR DEVELOPMENT**

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LMH has used a mixed-finance method since 2014 to provide funding for four development projects. It will continue to use this method for new development projects, including the conversion of public housing properties to the Rental Assistance Demonstration (RAD) program.

- Specifically, LMH has used mixed finance primarily utilizing Low Income Housing Tax Credits (LIHTC) through the State of Ohio (4% and 9%), HOME funds from the City of Toledo, HUD FHA 221d (3) and 221d (4), RAD, Neighborhood Stabilization Program funds (NSP) from the City of Toledo, and Capital Fund Financing Program (CFFP). LMH has financed the following projects:
  - Parqwood Apartments RAD Conversion (134 units - RAD) 4% LIHTC, HOME funds and an FHA loan.
  - Collingwood Green Phase 1 (65-unit Senior High Rise) 9% LIHTC, HOME, NSP and CFFP.
  - Collingwood Green Phase 2 (68-unit Townhomes-Family) 9% LIHTC, HOME, CFFP.
  - Collingwood Green Phase 3 (55-unit Townhomes-Family) 9% LIHTC, HOME, RAD transfer of assistance, and HUD FHA loan.
  - LMH will develop the 4<sup>th</sup> phase of Collingwood Green. This 40+/- mixed finance development will use PBRA or PBV in addition to 4% LIHTC, RAD, City ARPA, Lucas County ARPA and possibly FHA financing.
  - National Church Residences, in partnership with Lucas Housing Services Corporation – an LMH Non-Profit Affiliate - has been awarded \$5,898,509 from HUD's Section 202 Supportive Housing Grant for the Elderly for Collingwood Green Phase V. Section 202 Supportive Housing for the Elderly Program provides rental assistance and capital advances to private, nonprofit sponsors to finance the development of housing for very low-income elderly residents.
  - Collingwood Green Phase V will consist of a 75-one-bedroom apartment mixed-use building, with commercial space on the first floor. The 1.5-acre site with the mid-rise building will serve the elderly. The projected total development cost will exceed \$20 million. The project is scheduled to open in January 2026.
  - The award will support the construction of 30 of the 75 apartments that will be available for very low-income elderly households. The remaining 45 apartments will be funded through a variety of other sources including, but not limited to, private funding, Low-income Public Housing Tax Credits, and the Federal Home Loan Bank-Affordable Housing Program.

- Residents at Collingwood Green Phase V will benefit from an amenity-rich location with easy access to healthcare services and senior services. The building design will maximize resident socialization by fostering natural resident interactions in pedestrian pathways and thoughtfully crafted community spaces. The building will have a large community space with a warming kitchen. This space will be used for a variety of social, educational, and community service purposes. The building will also have a fitness center, media room, and other flexible common/program space areas.

LMH will consider other mixed-finance projects in 2025/202 and previously partnered with a consultant to complete a final Portfolio/Asset Repositioning Strategy.

- The strategy was presented and approved by-LMH's Board of Commissioners and presented to HUD in 2023.
- Under the current version of the strategy, LMH is considering mixed-financing with a combination of LIHTC 4% or 9%, RAD PBV/RAD PBRA, HOME, HUD FHA Loans, CDBG, state and local funding programs, and Federal Home Loan Bank grant program for the following developments:

- |                           |                                 |
|---------------------------|---------------------------------|
| 1. Weiler/Spieker Terrace | 9. TenEyck Towers               |
| 2. Pulley Homes           | 10. Flory Gardens               |
| 3. Harry Hansen           | 11. Elmdale Mercer              |
| 4. Devonshire             | 12. Olander                     |
| 5. Jade Estates           | 13. Port Lawrence Homes         |
| 6. Marsrow Acres          | 14. Dorrell Manor, and          |
| 7. Northern Heights       | 15. Collingwood Green Phase IV. |
| 8. Vistula Manor          |                                 |

- As a part of the portfolio repositioning strategy LMH will explore viable options to retire the CFP Loan debt that LMH utilized to finance Collingwood Green Phases I and II. The current balance on this debt is \$4.3 Million.
- LMH is working with partners, including developers, to develop housing for special populations that include re-entry, homeless youth individuals and families, the disabled, and at-risk women and infants.
  - Homelessness is the top preference for LMH's Low Income Public Housing and Housing Choice Voucher (HCV) Programs. Through the HCV Program, LMH strives to set a path to end all types of homelessness by providing affordable housing for people experiencing or most at risk of homelessness through collaboration with community agencies that have received homeless assistance grants, (i.e. McKinney-Vento and Hearth).
  - LMH works with a variety of Community Partners including UNISON Health, the Toledo Lucas County Homelessness Board, and the Mental Health and Recovery Board to operate a Housing First Model in the City of Toledo and Lucas County. This effort connects people experiencing homelessness to permanent housing. It will serve as a platform from which those individuals can pursue personal goals and improve their quality of life.



Lucas Housing Services Corp. (LHSC) in conjunction with the Community Housing Network (CHN), has redeveloped the former Park Hotel in Toledo, Ohio, and replaced it with a newly constructed 4-story building.

- As previously mentioned, the new redevelopment Project will provide housing stability for Transition Age Youth (TAY) ages 18 to 24 with diagnosed disabilities who are homeless or at risk of becoming homeless.
  - Park Hotel will offer permanent supportive housing, including supportive services with the goal of helping Transition Aged Youth residents achieve housing stability opportunities, access tools and resources, and build a path to independence on their transition into adulthood.
  - This project will include 45 apartments consisting of 41 one-bedroom apartments and 4 two-bedroom apartments. Additionally, the proposed 4-story new building includes spaces for socialization, counseling, and education resources. Other amenities include a community room with an attached kitchen, fitness space, laundry, and ample storage.
  - Total development cost for the project is approximately \$15 Million with LIHTC funding providing approximately \$8.7 million in tax credit equity, 62% of the needed funding for the project. Other key sources of funding include \$3.2 million from the City of Toledo's American Rescue Plan Act (ARPA) account.
- LHSC is partnering with LMH, Lucas County Children's Services, Community Housing Network, local Continuum of Care's (CoC's), Construction Manager at-risk - Lathrop Turner, Architect- Berardi Partners, and Beacon 360.
  - Lathrop Turner is the construction manager of the project.
  - Construction started in the spring of 2024, after the financial closing.
  - The building is expected to be ready for occupancy in September of 2025.
- In 2025 LMH also partnered with Evergreen Preservation Specialist of Chicago to financially close on the renovation of Palmer Gardens, a 75-unit Family complex located in a High Opportunity Neighborhood in West Toledo.

## **DEMOLITION AND/OR DISPOSITION**

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LMH is considering demolition or disposition activities in the plan Fiscal Year. LMH may consider redevelopment projects that could result in demolition or disposition. The activity descriptions for each development/unit that might be affected are attached (see Attachment B.2(b)(i)).

- LMH previously applied for RAD conversion to project-based rental assistance, application number DDA001341.
- This plan involves the potential demolition or disposition of 20 units at AMPs 122 (8 units), 131 (2 units), and 133 (10 units).
- This is part of the development for Collingwood Green Phase IV.
- Initial planning for the demo/dispo. of the 2-story portion of 201 Belmont has begun. The 1-story portion of the building and property will be renovated.

## **DESIGNATED HOUSING FOR ELDERLY AND/OR DISABLED FAMILIES**

LMH continues to provide housing dedicated to the needs of the elderly by maintaining the designation of certain public housing properties through the Designated Housing Plan for the Elderly with HUD. This plan was approved in 2018 and has been extended through 2025.

- In 2023, LMH submitted a two-year extension request to HUD proposing to designate 320 units as “elderly only,” representing 12% of LMH's total public housing inventory.
- HUD approved this extension in the 3<sup>rd</sup> quarter of that same year.
- LMH is currently evaluating whether to apply for future extensions.

### **Designated Elderly Units**

<b><u>Development Name</u></b>	<b><u>Development No.</u></b>	<b><u>Total Elderly Units</u></b>	<b><u>Total Public Housing Units</u></b>
Ashley Arms	OH006000133	40	323
Collingwood Green Phase I	OH006000134	33	33
Glendale Terrace	OH006000112	100	440
Richmar Manor	OH006000112	45	
Robert Dorrell	OH006000111	102	359
<b>Total Elderly Units in PH Inventory</b>		<b>320</b>	
<b>Total Units in PH Inventory from these Developments</b>		<b>1155</b>	

## **CONVERSION OF PUBLIC HOUSING TO TENANT BASED ASSISTANCE**

There are no new activities planned for 2025-2026.

## **CONVERSION OF PUBLIC HOUSING TO PROJECT-BASED ASSISTANCE UNDER RAD**

One of LMH's future short-term goals is to implement the voluntary conversion of the following into PBRA or PBV sites:

- TenEyck Towers (portion of AMP 133/ 154 units) and to explore the voluntary conversions of:
  - Dorrell Manor (portion of AMP 111/ 102 units)
  - Flory Gardens (portion of 112/ 161 units)
  - Vistula Manor (AMP 131/164 units)
  - Collingwood Green Phase I (AMP 134 /33 LIPH Units), and
  - Collingwood Green Phase II (AMP 135/34 LIPH Units)

Additionally, LMH will seek to convert via RAD transfer of assistance:

- Jade Estates (portion of AMP 111/ 50 units)
- Marsrow Acres (portion of AMP 111/ 9 units), and
- Devonshire/ Olander Estates (portion of AMP 111/ 97 units).

- LMH received approval for conversion of 20 scattered site units from various AMPs in a transfer of assistance application for the Collingwood Green Phase IV project above.
- LMH revised its CHAP to include these additional units for a total of 40 scattered sites from AMPs in the transfer of assistance application for Collingwood Green Phase IV.

In 2025-2026, LMH may add other housing from its portfolio for conversion or transfer of assistance from the Public Housing program to project Based Vouchers (PBV) or Project-Based Rental Assistance (PBRA) as follows:

- Scattered Site Public Housing conversion to RAD through transfer of assistance evaluation of its entire portfolio of scattered site Public Housing units.
- LMH will identify specific units for RAD conversion based upon unit conditions and location.
- LMH has identified in its Portfolio/Asset Repositioning Strategy developments under consideration for RAD conversions over the next five years. They include but are not limited to Weiler/Spieker, Port Lawrence Homes, McClinton Nunn Homes, Ravine Park Village, Birmingham Terrace, Pulley Homes, Northern Heights, Oak Terrace, Oak Grove, Richmar, Flory Gardens, Vistula Manor, TenEyck Towers, Harry Hansen, Marsrow, Elmdale / Mercer, Devonshire/Olander, John Holland and Jade Estates.

All of LMH's RAD conversions will be to either Project Based Rental Assistance (PBRA) or Project Based Voucher (PBV) and include the following tenant protections, as required under PIH Notices: 2012-32; H2017-03, REV-3; the Joint Housing Notice H-2014-09; 2014-17, 2017-21; and 2024-19:

- |  |  |
|--|--|
| • Right to return and relocation assistance  | • Resident participation and funding           |
| • No re-screening of tenants upon conversion | • Termination notification                     |
| • Renewal of Lease                           | • Grievance process                            |
| • Under/Occupied Unit                        | • Jobs Plus                                    |
| • Phase-in of tenant rent increase           | • When total tenant payment exceeds gross rent |
| • FSS and ROSS-SC programs                   | • Establishment of waiting list                |
|  | • Choice Mobility                              |

## **OCCUPANCY BY OVER-INCOME FAMILIES**

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HUD has issued guidance with the HOTMA Final Rule (2023). Consistent with that guidance, LMH's board approved changes to LMH's ACOP to set forth how LMH will manage the issue of over-income families (OIF's). Specifically, LMH will:

- Notify the over-income families annually of their status.
- If the family remains over-income after two years, LMH has elected to have these residents move.
- This decision has been made to facilitate the continuation of providing affordable housing opportunities for low-income families.
- LMH's OI policy can be found in chapters 9 and 13 of the ACOP.

## **OCCUPANCY BY POLICE OFFICERS**

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There are no new activities planned for 2025.

## **NON-SMOKING POLICIES**

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There are no new activities planned for 2025.

## **PROJECT-BASED VOUCHERS**

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- LMH has committed (19) project-based vouchers (PBV) to Spire Development and Swan Creek Crossings LLC offering permanent supportive housing apartments for seniors 55 years of age and older.
  - The Swan Creek Crossing development initiative (previously mentioned in Revised Plan Elements) aligns with LMH's mission of providing affordable housing choices in desirable neighborhoods.
- LMH issued a commitment to award (53) project-based vouchers (PBV's) for permanent supportive housing to Thurgood Marshall Senior Housing LLC in Toledo, Ohio.
  - The project will provide high quality housing to seniors 55 years of age and older and will offer services in an area with an established existing need for affordable housing units.
- LMH will continue to explore ways to strategically expand housing in communities of opportunity and revitalization areas within LMH's jurisdiction through the Project-Based Voucher program.
- LMH amended the Administrative Plan to allow for an additional 10% of Housing Choice Vouchers to be utilized under the exception provision applicable to the HOTMA Final Rule (2016) and PIH Notice 2024-19, for units that meet the exception criteria, previously listed under the *Affordability* section of *Revised Plan Elements*.

**UNITS WITH APPROVED VACANCIES FOR MODERNIZATION**

PIC Project No.	PIC Unit Address	Date Unit Taken Off-Line	Comments
<b>AMP 111</b>			
OH006000111	3204 Marsrow Ave	07/23/2024	Undergoing Modernization
OH006000111	428 N McCord	03/12/2022	Undergoing Modernization
OH006000111	344 Oak View Ct.	06/02/2023	Undergoing Modernization
OH006000111	345 Oak View Ct. Apt. A	06/01/2023	Undergoing Modernization
OH006000111	345 Oak View Ct. Apt. B	06/01/2023	Undergoing Modernization
OH006000111	345 Oak View Ct. Apt. C	06/26/2023	Undergoing Modernization
OH006000111	345 Oak View Ct. Apt. D	06/26/2023	Undergoing Modernization
OH006000111	345 Oak View Ct. Apt. E	06/01/2023	Undergoing Modernization
OH006000111	345 Oak View Ct. Apt. F	06/26/2023	Undergoing Modernization
OH006000111	345 Oak View Ct. Apt. G	06/01/2023	Undergoing Modernization
OH006000111	345 Oak View Ct. Apt. H	06/26/2023	Undergoing Modernization
OH006000111	346 Oak View Ct.	06/01/2023	Undergoing Modernization
OH006000111	347 Oak View Ct.	06/26/2023	Undergoing Modernization
OH006000111	348 Oak View Ct.	06/01/2023	Undergoing Modernization
OH006000111	349 Oak View Ct.	06/26/2023	Undergoing Modernization
OH006000111	350 Oak View Ct. A	06/01/2023	Undergoing Modernization
OH006000111	350 Oak View Ct. B	06/01/2023	Undergoing Modernization
OH006000111	350 Oak View Ct. C	06/01/2023	Undergoing Modernization
OH006000111	350 Oak View Ct. D	06/26/2023	Undergoing Modernization
OH006000111	350 Oak View Ct. E	08/09/2023	Undergoing Modernization
OH006000111	350 Oak View Ct. F	06/01/2023	Undergoing Modernization
OH006000111	350 Oak View Ct. G	06/01/2023	Undergoing Modernization
OH006000111	350 Oak View Ct. H	06/01/2023	Undergoing Modernization
OH006000111	351 Oak View Ct.	06/26/2023	Undergoing Modernization
OH006000111	352 Oak View Ct.	09/25/2023	Undergoing Modernization

OH006000111	354 Oak View Ct.	09/25/2023	Undergoing Modernization
OH006000111	356 Oak View Ct.	10/03/2023	Undergoing Modernization
OH006000111	358 Oak View Ct.	09/25/2023	Undergoing Modernization
OH006000111	9837 Oak Place Ct.	06/26/2023	Undergoing Modernization
OH006000111	9839 Oak Place Ct.	06/26/2023	Undergoing Modernization
OH006000111	9842 Oak Place Ct. Apt. A	06/26/2023	Undergoing Modernization
OH006000111	9842 Oak Place Ct. Apt. B	06/01/2023	Undergoing Modernization
OH006000111	9842 Oak Place Ct. Apt. C	06/26/2023	Undergoing Modernization
OH006000111	9842 Oak Place Ct. Apt. D	06/02/2023	Undergoing Modernization
OH006000111	9842 Oak Place Ct. Apt. E	06/26/2023	Undergoing Modernization
OH006000111	9842 Oak Place Ct. Apt. F	06/26/2023	Undergoing Modernization
OH006000111	9842 Oak Place Ct. Apt. G	06/27/2023	Undergoing Modernization
OH006000111	9842 Oak Place Ct. Apt. H	06/01/2023	Undergoing Modernization
OH006000111	9845 Oak Place Ct. Apt. A	05/08/2024	Undergoing Modernization
OH006000111	9845 Oak Place Ct. Apt. B	03/05/2024	Undergoing Modernization
OH006000111	9845 Oak Place Ct. Apt. C	02/27/2024	Undergoing Modernization
OH006000111	9845 Oak Place Ct. Apt. D	05/08/2023	Undergoing Modernization
OH006000111	9845 Oak Place Ct. Apt. E	06/03/2024	Undergoing Modernization
OH006000111	9845 Oak Place Ct. Apt. F	05/01/2024	Undergoing Modernization
OH006000111	9845 Oak Place Ct. Apt. G	04/17/2024	Undergoing Modernization
OH006000111	9845 Oak Place Ct. Apt. H	05/30/2024	Undergoing Modernization
OH006000111	9847 Oak Place Ct.	03/29/2024	Undergoing Modernization
OH006000111	9849 Oak Place Ct.	06/02/2023	Undergoing Modernization
<b>AMP 112</b>			
OH006000112	3425 Nebraska Apt 130	09/12/2023	Casualty Loss
OH006000112	3423 W. Alexis Apt. 3	05/02/2024	Casualty Loss
<b>AMP 122</b>			
OH006000122	19 Birmingham Terrace	04/07/2025	Undergoing Modernization

OH006000122	22 Birmingham Terrace	02/03/2025	Undergoing Modernization
OH006000122	40 Birmingham Terrace	10/23/2024	Undergoing Modernization
OH006000122	46 Birmingham Terrace	12/16/2024	Undergoing Modernization
OH006000122	50 Birmingham Terrace	04/07/2025	Undergoing Modernization
OH006000122	73 Birmingham Terrace	05/12/2025	Undergoing Modernization
OH006000122	75 Birmingham Terrace	05/05/2025	Undergoing Modernization
OH006000122	82 Birmingham Terrace	12/19/2024	Undergoing Modernization
OH006000122	98 Birmingham Terrace	05/12/2025	Undergoing Modernization
OH006000122	106 Birmingham Terrace	04/28/2025	Undergoing Modernization
OH006000122	432 E Oakland St	12/26/2019	Demo. /Dispo. Approved
<b>AMP 131</b>			
OH006000131	1158 Walbridge Ave	10/24/2022	Demo. /Dispo. Approved
OH006000131	422 Hyatt Ln.	04/08/2022	Undergoing Modernization
OH006000131	915 S. 13 <sup>th</sup> St.	09/15/2022	Undergoing Modernization
<b>AMP 133</b>			
OH006000133	1127 Palmwood	12/21/2023	Casualty Loss
OH006000133	240 21 <sup>st</sup> St. Apt. 603	03/05/2024	Casualty Loss

**OTHER CAPITAL GRANT PROGRAMS (I.E., CAPITAL FUND COMMUNITY FACILITIES GRANTS OR EMERGENCY SAFETY AND SECURITY GRANTS)**

- LMH was awarded the Emergency Safety and Security Grant for developments with instances of high crime and drugs. This will also provide funding for carbon monoxide detectors.
- LMH may also apply for any funding made available through the Capital Fund Program to address Lead Abatement.
- As previously described, LMH continues to assist residents through its Financial Opportunity Center.
- LMH is in a planning phase of developing a proposed Apprenticeship Readiness Program for residents, in partnership with the Northwest Ohio Building Trades.



ATTACHMENT B.2(b)(i):  
50075-ST LMH 2024 ANNUAL PLAN ELEMENTS  
DEMOLITION and/or DISPOSITION

DEVELOPMENT NAME	AMP	AMP NO.	NO. OF UNITS	COVERAGE OF ACTION (PARTIAL OR TOTAL)	ADDRESS	APPLICATION STATUS (SUBMITTED PENDING APPROVAL (PA)/PLANNED/ APPROVED)	PROPOSED ACTION	PROJECTED START DATE OF ACTIVITY	PROJECTED END DATE OF ACTIVITY
<b>AMP 111</b>									
Jade Estates	OH006000111	111	50	Total	342 Oak View Ct.	Planned	Disp.	4/1/2026	12/31/2027
Devonshire/Olander Estates	OH006000111	111	97	Total	342 Oak View Ct.	Planned	Disp.	4/1/2026	12/31/2027
Marsrow Acres	OH006000111	111	7	Total	342 Oak View Ct.	Planned	Disp.	4/1/2026	12/31/2027
Willow Bend	OH006000111	111	8	Total	342 Oak View Ct.	Planned	Disp.	4/1/2026	12/31/2027
Oak Grove Estates	OH006000111	111	46	Total	342 Oak View Ct.	Planned	Disp.	4/1/2026	12/31/2027
Oak Terrace	OH006000111	111	14	Total	342 Oak View Ct.	Planned	Disp.	4/1/2026	12/31/2027
Robert Dorrell Manor	OH006000111	111	102	Total	5836 Southwyck Blvd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Total	1004 Nela Pkwy.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Total	107 Hargrave Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2220 Rockspring Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2222 Rockspring Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2224 Rockspring Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2226 Rockspring Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2518 Heatherwyck Ct.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2519 Luddington Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2520 Heatherwyck Ct.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2522 Heatherwyck Ct.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2524 Heatherwyck Ct.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2526 Heatherwyck Ct.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2528 Heatherwyck Ct.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2530 Heatherwyck Ct.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	2532 Heatherwyck Ct.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	336 Ivanhill Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5243 Newhart Cir.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5341 Sanders Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5500 Cresthaven Ln. Apt. 1	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5500 Cresthaven Ln. Apt. 2	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5500 Cresthaven Ln. Apt. 3	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5500 Cresthaven Ln. Apt. 4	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5586 Nebraska Ave.	Planned	Disp.	4/1/2026	12/31/2027

## 50075-ST LMH 2025 - Annual Plan Elements - B.2 (b)(i) Demolition/Disposition

Scattered Site	OH006000111	111	1	Partial	5614 Ryewyck Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5616 Ryewyck Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5618 Ryewyck Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5620 Ryewyck Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5622 Ryewyck Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5624 Ryewyck Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Total	5626 Ryewyck Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5628 Ryewyck Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000111	111	1	Partial	5630 Nebraska Ave.	Planned	Disp.	4/1/2026	12/31/2027
<b>AMP 112</b>									
<b>Flory Gardens</b>	<b>OH006000112</b>	<b>112</b>	<b>1</b>	<b>Partial</b>	<b>3425 Nebraska Ave.</b>	<b>Planned</b>	<b>Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>Glendale Terrace</b>	<b>OH006000112</b>	<b>112</b>	<b>1</b>	<b>Partial</b>	<b>3200 Glendale Ave.</b>	<b>Planned</b>	<b>Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>Richmar Manor</b>	<b>OH006000112</b>	<b>112</b>	<b>1</b>	<b>Partial</b>	<b>3433 W. Alexis Rd.</b>	<b>Planned</b>	<b>Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>Elmdale/Mercer Ct.</b>	<b>OH006000112</b>	<b>112</b>	<b>100</b>	<b>Total</b>	<b>463 Elmdale Ct.</b>	<b>Planned</b>	<b>Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
Scattered Site	OH006000112	112	1	Partial	1428 Bensch Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	3015 S. Byrne Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4022 Ruskin Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4045 Heatherdowns Blvd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	415 S. Haven Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	420 Heathshire Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4249 Wickford Point Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4327 Shawn Terrace	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4350 Deerwood Ln.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4409 Cherry Creek Ln.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4411 Cherry Creek Ln.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4413 Cherry Creek Ln.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4415 Cherry Creek Ln.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4702 S. Detroit Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4704 S. Detroit Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4706 S. Detroit Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4708 S. Detroit Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4998 Merry Ln.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	5011 Saint Aubin Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	5015 Kitchener Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	822 N. Byrne Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	3756 Philmar Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	3820 Branch Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	3856 Mill Run Ct.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	3858 Mill Run Ct.	Planned	Disp.	4/1/2026	12/31/2027

50075-ST LMH 2025 - Annual Plan Elements - B.2 (b)(i) Demolition/Disposition

Scattered Site	OH006000112	112	1	Partial	4245 Penelope Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	4417 Naomi Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	5210 Calyx Ln.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	5630 Bannockburn Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	5754 Comet Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	5867 Tetherwood Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	5869 Tetherwood Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	5905 Meteor Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000112	112	1	Partial	6045 Merle St.	Planned	Disp.	4/1/2026	12/31/2027
<b>AMP 121</b>									
<b>Weiler Homes &amp; Spieker Ter.</b>	<b>OH006000121</b>	<b>121</b>	<b>425</b>	<b>Total</b>	<b>601 Fassett St.</b>	<b>Planned</b>	<b>Demo.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>AMP 122</b>									
<b>Pulley Homes</b>	<b>OH006000122</b>	<b>122</b>	<b>45</b>	<b>Total</b>	<b>406 Suder Ave.</b>	<b>Planned</b>	<b>Demo. /Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>Northern Heights</b>	<b>OH006000122</b>	<b>122</b>	<b>99</b>	<b>Total</b>	<b>406 Suder Ave.</b>	<b>Planned</b>	<b>Demo. /Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>Ravine Park Village</b>	<b>OH006000122</b>	<b>122</b>	<b>166</b>	<b>Total</b>	<b>55 Poplar St.</b>	<b>Planned</b>	<b>Demo. /Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>Harry Hansen</b>	<b>OH006000122</b>	<b>122</b>	<b>50</b>	<b>Total</b>	<b>55 Poplar St.</b>	<b>Planned</b>	<b>Demo. /Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>Birmingham Terrace</b>	<b>OH006000122</b>	<b>122</b>	<b>113</b>	<b>Total</b>	<b>2100 Consaul St.</b>	<b>Planned</b>	<b>Demo.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
Scattered Site	OH006000122	122	1	Partial	1223 Navarre Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	128 Nagy St. Apt. A	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	128 Nagy St. Apt. B	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	1505 Carlyle St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	1511 Carlyle St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	1555 Carlyle St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	54 Garfield Pl.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	841 Kingston Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	121 W. Streicher St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	2114 Chestnut St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	241 Majestic Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	2429 Chase St.	Submitted PA	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	3236 Bellaire Dr.	Submitted PA	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	3263 137th St.	Submitted PA	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	3338 Jeanette Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	3449 Maher St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	3480 147th St.	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	3569 146th St.	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	3624 Dixie Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	432 E. Oakland St.	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	5312 302nd St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	536 Spring St.	Submitted (PA)	Disp.	4/1/2026	12/31/2027

## 50075-ST LMH 2025 - Annual Plan Elements - B.2 (b)(i) Demolition/Disposition

Scattered Site	OH006000122	122	1	Partial	5522 304th St.	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000122	122	1	Partial	820 Woodward Ave.	Approved	Disp.	4/1/2026	12/31/2027
<b>AMP 131</b>									
<b>Vistula Manor</b>	<b>OH006000131</b>	<b>131</b>	<b>1</b>	<b>Partial</b>	<b>615 Cherry St.</b>	<b>Planned</b>	<b>Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>Port Lawrence Homes</b>	<b>OH006000131</b>	<b>131</b>	<b>1</b>	<b>Total</b>	<b>201 Belmont Ave.</b>	<b>Planned</b>	<b>Demo. /Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>McClinton Nunn</b>	<b>OH006000131</b>	<b>131</b>	<b>151</b>	<b>Total</b>	<b>425 Nebraska Ave.</b>	<b>Planned</b>	<b>Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>OFFICE BUILDING</b>	<b>OH006000131</b>	<b>131</b>	<b>1</b>	<b>Total</b>	<b>131 Indiana Ave.</b>	<b>Planned</b>	<b>Demo.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
Scattered Site	OH006000131	131	1	Partial	1158 Walbridge Ave.	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000131	131	1	Partial	1468 Beecham St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000131	131	1	Partial	241 Somerset St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000131	131	1	Partial	544 Hampton Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000131	131	1	Partial	631 South Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000131	131	1	Partial	633 South Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000131	131	1	Partial	640 Geneva Ave.	Planned	Disp.	4/1/2026	12/31/2027
<b>AMP 133</b>									
<b>TenEyck Towers</b>	<b>OH006000133</b>	<b>133</b>	<b>154</b>	<b>Total</b>	<b>240 21st St.</b>	<b>Approved</b>	<b>Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>Ashley Arms</b>	<b>OH006000133</b>	<b>133</b>	<b>154</b>	<b>Total</b>	<b>1950 W. Bancroft St.</b>	<b>Planned</b>	<b>Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>John Holland Estates</b>	<b>OH006000133</b>	<b>133</b>	<b>154</b>	<b>Total</b>	<b>1951 W. Bancroft St.</b>	<b>Planned</b>	<b>Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>Houck Townhomes (SS)</b>	<b>OH006000133</b>	<b>133</b>	<b>6</b>	<b>Total</b>	<b>6020-6030 Kincora Dr.</b>	<b>Planned</b>	<b>Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
Scattered Site	OH006000133	133	1	Partial	847 Colfax St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	849 Colfax St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	850 Colfax	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	852 Colfax	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	501 Pasadena	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1708 Hoag	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1172 Oakwood	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1543 Biscayne	Approved	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3332 Anderson	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	917 Norwood Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	919 Norwood Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	824 Palmwood Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	826 Palmwood Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	812 Norwood Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	814 Norwood Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	803 Pinewood Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	807 Pinewood Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1050 Pinewood Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	741 Fernwood Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	743 Fernwood Ave.	Planned	Disp.	4/1/2026	12/31/2027

## 50075-ST LMH 2025 - Annual Plan Elements - B.2 (b)(i) Demolition/Disposition

Scattered Site	OH006000133	133	1	Partial	750 Woodland Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	4403 Lewis Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	4127 Walker	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	4342 Commonwealth	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3530 Watson	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3602 Hoiles Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	2909 Lawrence	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3334 Upton Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	4122 Vogel	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3153 Jackman	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	4038 Wetzler Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1202 Ewing St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1453 S. Cove Blvd.	Approved	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	2331 Charlestown	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1662 Dartmoor Dr.	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1721 Brussels St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1852 Lawrence Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1854 Lawrence Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1916 Lawrence Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1918 Lawrence Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1048 Gribbin Ln.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1050 Gribbin Ln.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1052 Gribbin Ln.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1054 Gribbin Ln.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1151 Brooke Park Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1153 Brooke Park Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1155 Brooke Park Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1157 Brooke Park Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1311 Craigwood Rd.	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1431-1/2 Potomac Dr.	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1431 Potomac Dr.	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1543 Craigwood Rd.	Approved	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1612 Hagley Rd	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1728 Brim Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1936 Christie St.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	1946 Christian Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	2331 Charlestown Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	2467 Parkview Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	2525 Ozark Rd.	Planned	Disp.	4/1/2026	12/31/2027

50075-ST LMH 2025 - Annual Plan Elements - B.2 (b)(i) Demolition/Disposition

Scattered Site	OH006000133	133	1	Partial	2615 Grantwood Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	2651 Ivy Place	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3122 Haughton Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3515 Maxwell Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3701 Douglas Rd. Apt. 1	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3701 Douglas Rd. Apt. 2	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3701 Douglas Rd. Apt. 3	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3701 Douglas Rd. Apt. 4	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3715 Elmhurst Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	3928 Woodmont Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	4148 Douglas Rd.	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	4150 Douglas Rd.	Submitted (PA)	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	4249 Garrison Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	4330 Garden Park Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	4424 Garrison Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	4814 Bowser Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	5065 Breezeway Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	5067 Breezeway Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	5605 Armada Dr.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	5938 Malden Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	6056 Douglas Rd.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	802 W. Northgate Pkwy.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	614 Nesselwood Ave.	Planned	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	220 Floyd St.	Approved	Disp.	4/1/2026	12/31/2027
Scattered Site	OH006000133	133	1	Partial	226 Floyd St.	Approved	Disp.	4/1/2026	12/31/2027
<b>AMP 999</b>									
<b>CO/Byrne/Segur-Landry Office Building</b>	<b>OH006009999</b>	<b>999</b>	<b>0</b>	<b>Total</b>	<b>211 S. Byrne Rd.</b>	<b>Planned</b>	<b>Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>
<b>CO/Byrne/Segur-Landry Office Building</b>	<b>OH006009999</b>	<b>999</b>	<b>0</b>	<b>Partial</b>	<b>201 Belmont Ave.</b>	<b>Planned</b>	<b>Demo. /Disp.</b>	<b>4/1/2026</b>	<b>12/31/2027</b>

ATTACHMENT B.3:  
50075-ST LMH 2024 ANNUAL PLAN ELEMENTS  
PROGRESS REPORT





## **PROGRESS REPORT**

### **Agency-Wide Strategic Planning**

Part of LMH's planning process for its current strategic plan included an extensive series of community engagement processes, utilizing research methods of interviews, group feedback sessions, and surveys. The results were then aligned to the agency's core values reflected in its vision and mission statement:

- *To be a lead partner in creating communities of choice where everyone has a place to call home.*
- *To lead in the development and sustainability of housing accessible to all and providing pathways to an enhanced quality of life to empower vibrant communities.*

Six identified goals resulting from the research efforts are as follows:

- **Goal 1 - Invest in Employee Growth and Enhance Workplace Satisfaction.** This embodies LMH's commitment to excellence, laying a solid foundation for the organization's continued success and positive community impact.
- **Goal 2 - Increase Revenue and Pursue Diverse Income Streams**, signifying LMH's strategic commitment to financial sustainability and independence from federal funding.
- **Goal 3 - Lead in the Effort to Create Accessible Housing Opportunities in Toledo and the Region,** underscoring LMH's vital role in addressing the affordable housing crisis.
- **Goal 4 - Streamline Processes and Elevate User Experience and Satisfaction** represents LMH's commitment to efficiency and customer-centricity.
- **Goal 5 - Launch an Inclusive Communication Strategy to Educate Stakeholders and Foster Community Awareness,** embodying LMH's commitment to transparency, inclusivity, and community engagement.
- **Goal 6 - Building Pathways to Family Income Wealth Building and Economic Advancement,** underscoring LMH's commitment to providing affordable housing while facilitating the empowerment of its residents.

The goals identified in this new plan are aligned with task strategies to help achieve specific objectives. Objectives are qualitatively measurable and based on significant deadlines currently being implemented through 2028. LMH senior leadership identified their specific department goals in the following section.

### **Goal Alignment & Projects by Department**

Asset Management	ASSET MGMT.	Human Resources	HR	Redevelopment & Modernization	REDM
Communications	COM.	Information Technology	IT	Resident Relations	RR
Finance	FINANCE	Legal	L	Quality Assurance	QA
Housing Choice Voucher Program	HCVP	Public Safety	PS		



**Goal 1 - Invest in Employee Growth and Enhance Workplace Satisfaction** embodies LMH's commitment to excellence, laying a solid foundation for the organization's continued success and positive community impact.

<b>Goal 1 - Invest in Employee Growth and Enhance Workplace Satisfaction</b>		
<b>Dept.</b>	<b>Task Aligned to Strategy</b>	<b>Desired Outcome or Objective</b>
<b>HR</b>	<p><b><u>Fair Play and Equal Representation</u></b> Drafted and implemented a "Fair Play" policy for the agency and developed associated training curriculum.</p> <ol style="list-style-type: none"> <li>1. Training was held in May 2024 for all staff as well as training specific to managerial staff. The training applied to the fundamentals of HUD's former DEI initiatives and was inclusive to Senior Staff Leadership.</li> </ol>	<p><u>Create an inclusive culture where all employees feel valued and respected:</u></p> <ol style="list-style-type: none"> <li>1. Continuing to champion fair play within LMH where all employees feel valued and respected.</li> <li>2. The desired outcome or objective of this policy is to boost awareness about different types of diversity and to ensure strategies are used to enhance employees' interpersonal and communication skills to help build a positive work environment. This not only includes LMH staff, but also the staff's daily interactions with customers, community, and business partners.</li> </ol>
<b>HR</b>	<p><b><u>Training and Development</u></b> Human resources led the agency to investment in employee growth initiatives, including additional training in:</p> <ol style="list-style-type: none"> <li>1. Anti-Harassment-Bullying-Discrimination</li> <li>2. Extraordinary Customer Service</li> <li>3. Mental Health First Aid</li> <li>4. Verbal De-Escalation</li> <li>5. Fraud Reporting and Training</li> </ol>	<p><u>Identifying the needs and career aspirations of LMH employees to:</u></p> <ol style="list-style-type: none"> <li>1. Foster a work environment that is free from harassment and bullying, including any offensive, hostile, abusive, demeaning, insulting, tormenting, threatening or intimidating conduct.</li> <li>2. Acquire desired outcomes to create positive, memorable, and impactful customer experiences that extend far beyond the initial transaction. This leads to a cascade of benefits for both the customer and the business, including a positive public perception of LMH, attracting new customers through word-of-mouth, beneficial online reviews, and increased staff morale.</li> <li>3. Empower staff to be proactive in supporting the mental well-being of themselves and others while fostering a more compassionate and supportive community.</li> <li>4. Reduce the intensity and potential for violence in conflict or volatile situations through effective communication by teaching staff to remain calm, listen actively, and build rapport to prevent a situation from escalating into aggression or physical confrontation.</li> <li>5. Foster a deep understanding of what constitutes fraud (both internal and external), its potential impact on the organization, and the various forms it can take, staff being able to identify common fraud</li> </ol>



**Goal 1 - Invest in Employee Growth and Enhance Workplace Satisfaction** embodies LMH's commitment to excellence, laying a solid foundation for the organization's continued success and positive community impact.

		schemes and "red flags" or warning signs of potentially fraudulent activity, and understanding the factors (pressure, opportunity, rationalization) that contribute to fraud perpetration.
<b>ASSET MGMT.</b>	<p><b><u>Training and Development</u></b></p> <ol style="list-style-type: none"> <li>1. Asset Management's Regional Housing Director developed and implemented the Property Management New Hire On-Boarding tool.</li> </ol>	<p><b><u>Develop an Onboarding Program and Policy for New Hires:</u></b></p> <p>This tool offers several benefits associated with Goal 1, including an improved overall employee experience. It helps new hires quickly integrate into their roles, understand company culture, and become productive sooner. This leads to better employee retention, increased efficiency, and a more engaged workforce.</p>
<b>HCVF</b>	<p><b><u>Communication and Feedback</u></b></p> <p>The Housing Choice Voucher Program (HCVF) is committed to fostering a supportive, responsive work environment that prioritizes staff development, internal collaboration, and professional growth. These efforts include:</p> <ol style="list-style-type: none"> <li>1. Conducting a department-wide feedback session designed to assess needs, elevate employee voice, and identify opportunities for operational improvement.</li> <li>2. Using staff input to inform structural changes, including the creation of two (2) Team Lead Housing Specialist positions.</li> <li>3. Implementing quality control measures and internal review practices in coordination with the Compliance Department. <ul style="list-style-type: none"> <li>• These efforts include file sampling, policy clarification, and follow-up coaching to help staff meet program standards.</li> </ul> </li> </ol>	<p><b><u>Establish Regular Channels for Open Communication and Feedback</u></b></p> <p>These initiatives will:</p> <ol style="list-style-type: none"> <li>1. Empower staff by incorporating their feedback into organizational planning and decision-making. Objectives of these task strategies will:</li> <li>2. Strengthen team structure and clarify leadership pathways within the department by: <ul style="list-style-type: none"> <li>• Providing leadership support, improved workload distribution, and internal advancement opportunities.</li> </ul> </li> <li>3. Improve staff morale, satisfaction, and retention through responsive management practices.</li> <li>4. Reinforce LMH's investment in employee development and a healthy, high-performing workplace culture.</li> <li>5. Support staff success and confidence by promoting clarity, compliance, and continuous improvement through proactive internal audit readiness. <ul style="list-style-type: none"> <li>• Ensures accuracy, accountability, and readiness for audits. These efforts include file sampling, policy clarification, and follow-up coaching to help staff meet program standards.</li> </ul> </li> </ol>



<b>Goal 2 - Increase Revenue and Pursue Diverse Income Streams</b>		
<b>Dept.</b>	<b>Task Aligned to Strategy</b>	<b>Desired Outcome or Objective</b>
<b>REDM</b>	<p><b><u>Diversify Funding Sources</u></b> The Development and Modernization Department has continued to look at RAD conversion opportunities including using PBRA or PBV on the 4th phase of Collingwood Green.</p> <ol style="list-style-type: none"> <li>1. Development partners have been selected, and multiple projects are being considered using RAD as a tool.</li> <li>2. LMH and its affiliate LHSC continue to secure developer partners to help fulfill agency goals.</li> <li>3. Partnerships with NCR, Evergreen Group and the Gorman Company have been successful and additional partnerships are pending.</li> </ol>	<p><u>Secure, develop, and foster partnerships:</u></p> <ol style="list-style-type: none"> <li>1. Identify partnership opportunities to build development capacity.</li> <li>2. Exploring opportunities for revenue growth through LHSC, and;</li> <li>3. Fostering strategic partnerships with private sector organizations, leveraging their resources and expertise to generate additional income for LMH initiatives.</li> </ol>
<b>ASSET MGMT.</b>	<p><b><u>Diversify Funding Sources</u></b> Asset Management's Senior Vice President participated in collaborations with local public entities resulting in \$620,000.00 in rental assistance, and \$287,900.00 in lead abatement funding.</p>	<p><u>Advocating for City/County Funds:</u></p> <ol style="list-style-type: none"> <li>1. Rental assistance provides vital support to low-income individuals and families struggling to afford housing, helping them to avoid eviction and homelessness. This is especially critical during periods of economic hardship, such as job losses or crises, which can disproportionately impact renters. Further, supporting housing stability can contribute to a stronger and more stable local economy.</li> <li>2. Investing in lead abatement can yield a high return on investment, with estimates suggesting substantial societal benefits for every dollar spent. In addition, addressing lead hazards can improve property values and contribute to the revitalization of neighborhoods, especially those with older housing stock.</li> </ol>
<b>HCVP</b>	<p><b><u>Diversify Funding Sources:</u></b> The Housing Choice Voucher Program (HCVP) supports LMH's financial sustainability goals by implementing strategies that preserve existing funds,</p>	<p>The desired outcomes of the objectives below exceed expectations and scope for Goal 2 strategies. As such, they are being included with intent designed to increase revenue while maintaining financial</p>



	<p>reduce losses, and capitalize on performance-based and specialized funding opportunities. These efforts include:</p> <ol style="list-style-type: none"> <li>1. Strengthening recovery of overpayments through fraud detection, consistent repayment agreements, and timely follow-up.</li> <li>2. Maintaining high leasing performance.</li> <li>3. Administering Special Purpose Vouchers (SPVs) including Family Unification Program (FUP), Veterans Affairs Supportive Housing (VASH), and Emergency Housing Vouchers (EHV).</li> <li>4. Exploring external grant opportunities and interagency partnerships that support housing navigation, landlord incentives, or barrier removal services.</li> <li>5. Collaborating closely with LMH's Finance and Compliance teams.</li> </ol>	<p>sustainability of the HCVP department. These efforts will produce the following desired outcomes of:</p> <ol style="list-style-type: none"> <li>1. Preserving program funds while demonstrating strong fiscal oversight. <ul style="list-style-type: none"> <li>• Preserves HCV program resources through structured overpayment recovery and fraud mitigation.</li> </ul> </li> <li>2. Ensuring full utilization of available funding while maximizing administrative fee earnings through performance-based administrative fees and full voucher utilization.</li> <li>3. Providing enhanced administrative funding to support targeted populations while leveraging SPV programs. <ul style="list-style-type: none"> <li>• Associated funding supports vulnerable populations and expands LMH's impact.</li> </ul> </li> <li>4. Reducing administrative cost burdens on core funding. <ul style="list-style-type: none"> <li>• Diversifies income streams and reduce reliance on standard administrative fees through external partnerships and innovation.</li> </ul> </li> <li>5. Ensuring accurate reconciliation, reporting, and allocation of recovered or specialized funds.</li> </ol>
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**Goal 3 - Lead in the Effort to Create Accessible Housing Opportunities in Toledo and the Region** underscores LMH's vital role in addressing the affordable housing crisis.

<b>Goal 3 - Lead in the Effort to Create Accessible Housing Opportunities in Toledo and the Region</b>		
<b>Dept.</b>	<b>Task Aligned to Strategy</b>	<b>Desired Outcome or Objective</b>
<b>HCV</b>	<p><b><u>Community Engagement</u></b></p> <p>The Housing Choice Voucher Program (HCV) is advancing LMH's commitment to expanding access to affordable, high-quality housing options through targeted investments, landlord engagement, regional collaboration, and barrier-reduction strategies.</p> <p>To support this goal, the HCV department:</p> <ol style="list-style-type: none"> <li>1. Established a Landlord Liaison/Housing Navigator Role.</li> <li>2. Is actively facilitating successful tenancies as a central point of contact for both landlords and participants.</li> <li>3. Improved voucher utilization and participant access to housing opportunities in areas of low poverty and high opportunity. <ul style="list-style-type: none"> <li>• Leased 19 project-based vouchers (PBVs) to Spire Development and Swan Creek Crossings.</li> </ul> </li> <li>4. Successfully leased 45 supportive housing PBVs at Warren Commons and issued a commitment to award 65 PBVs to Mission Point for permanent supportive housing.</li> <li>5. Secured funding from the City of Toledo to provide security deposit and application fee assistance.</li> </ol>	<p><u>Engage in Local Affordable Housing Advocacy Efforts:</u></p> <ol style="list-style-type: none"> <li>1. The liaison position plays a key role and provides direct support in areas aligned to: <ul style="list-style-type: none"> <li>• Expanding the pool of participating landlords by offering direct support and education on program participation.</li> <li>• Reducing barriers to leasing through proactive landlord-tenant mediation and navigation of the HCV process.</li> <li>• Strengthening relationships with landlords and developers through ongoing education, support, and responsive communication Acting as a central point of contact to facilitate successful tenancies and strengthen communication between landlords, participants, and LMH staff.</li> </ul> </li> <li>2. Aid collaboration between internal and external stakeholders by: <ul style="list-style-type: none"> <li>• Assisting in identifying housing opportunities and responding to gaps in the regional housing market.</li> <li>• Improving voucher utilization and participant access to housing opportunities in areas of low poverty and high opportunity.</li> </ul> </li> <li>3. Supporting projects to establish housing located in low-poverty areas which aligns with LMH's goal of expanding housing access beyond urban core neighborhoods (i.e. Swan Creek).</li> <li>4. <u>Warrens Commons and Mission Point:</u> <ul style="list-style-type: none"> <li>• Provide high-quality housing opportunities for individuals experiencing homelessness.</li> <li>• Addresses regional needs for affordable and permanent supportive housing.</li> <li>• Supports solutions that directly address homelessness and housing instability in the community.</li> </ul> </li> </ol>





**Goal 3 - Lead in the Effort to Create Accessible Housing Opportunities in Toledo and the Region** underscores LMH's vital role in addressing the affordable housing crisis.

		<p>5. Provides critical assistance in helping to remove financial barriers to leasing and improves housing access for low-income families by offering targeted assistance with move-in costs.</p> <p>These efforts advance LMH's role as a regional leader in expanding fair, inclusive, and accessible housing opportunities.</p>
<b>HCVF</b>	<p><b><u>Develop New and Preserve Existing Affordable Units</u></b></p> <ol style="list-style-type: none"> <li>1. LMH leased (19) project-based vouchers (PBV's) to Spire Development and Swan Creek Crossings LLC.</li> <li>2. LMH has issued a commitment to award (65) project-based vouchers (PBV's) for permanent supportive housing to Mission Point.</li> </ol>	<p><u>Develop PBV development opportunities:</u></p> <ol style="list-style-type: none"> <li>1. Swan Creek Crossing, located in Swanton, Ohio, is based in an area of lower poverty and aligns with LMH's mission of lead in the effort to create accessible housing opportunities in Toledo and the region.</li> <li>2. The project will provide high quality housing for homeless individuals as defined by HUD and will offer services in an area with an established existing need for affordable housing units.</li> </ol> <p>Ultimately, these strategic investments underscore LMH's commitment to cultivating long-term housing partnerships and directly address regional challenges related to unit availability, voucher utilization, and fair access to affordable housing.</p>
<b>REDM</b>	<p><b><u>Develop New and Preserve Existing Affordable Units</u></b></p> <p>The REDM Department is continuing construction/development activities and working to financially close on new development projects as follows:</p> <ol style="list-style-type: none"> <li>1. Working towards completing Park Apartments construction in 2025</li> <li>2. Working towards completing Collingwood Green Phase V Senior Apartments construction in 2026</li> <li>3. Preparing to financially close on Palmer Gardens in 2025.</li> <li>4. Continuing to work on multiple other projects in the development pipeline.</li> </ol>	<p><u>Assessing rehabilitation initiatives and opportunities for new affordable housing development:</u></p> <p>Through these development initiatives, REDM plans to meet Strategic Plan objectives of:</p> <ol style="list-style-type: none"> <li>1. Developing new units that meet the needs of residents of all abilities.</li> <li>2. Enhancing opportunities for the development or rehabilitation of affordable housing in areas of high opportunity.</li> </ol>



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<b>REDM</b>	<p><b><u>Innovative and Diverse Financing</u></b></p> <p>LMH received a 9% Low Income Housing Tax Credit Award Reservation for Mission Point, putting it on a path to financially close in 2026.</p>	<p><u>Secure new and mixed financing options:</u></p> <p>Meets an outcome measure of using diverse financing options, such as tax credits, grants, bonds, and public-private partnerships to fund the development and rehabilitation of affordable housing units.</p>
<b>REDM</b>	<p><b><u>Preserve Existing Affordable Units</u></b></p> <p>REDM is currently modernizing LMH's housing portfolio to include:</p> <ol style="list-style-type: none"> <li>1. Boiler replacements</li> <li>2. Lead abatement in units, and</li> <li>3. Renovations for 504 compliances</li> </ol>	<p><u>Identify areas in need of rehabilitation and opportunities for new and affordable housing development:</u></p> <p>These efforts contribute to meeting plan goal objectives of identification and prioritization of needed rehabilitation efforts to preserve existing units.</p>





**Goal 4 - Streamline Processes and Elevate User Experience and Satisfaction** represents LMH's commitment to efficiency and customer-centricity.

<b>Goal 4 - Streamline Processes and Elevate User Experience and Satisfaction</b>		
<b>Dept.</b>	<b>Task Aligned to Strategy</b>	<b>Desired Outcome or Objective</b>
<b>ASSET MGMT.</b>	<p><b><u>Identification of Agency Staffing Needs for Process Optimization (Goals 1&amp;4):</u></b> Asset Management increased from 3 to 6 property managers.</p>	<p>Meeting Staffing Needs for Process Optimization:</p> <ol style="list-style-type: none"> <li>1. Enhancing efficiency to improve overall service delivery.</li> <li>2. Elevates resident satisfaction by providing exceptional customer service.</li> <li>3. Provides additional attention to detail during day-to-day operations and required inspections.</li> <li>4. Ensures sustainability of LMH's developments by maintaining housing solutions, enhancing the quality of life for our residents, and promoting equitable access to safe and affordable housing for all.</li> </ol>
<b>ASSET MGMT.</b>	<p><b><u>Process Optimization</u></b> Asset Management Updated the LIPH phone tree.</p>	<p><b><u>Enhanced Communication:</u></b> This project simplified communication and allowed residents and partners ease of use.</p>
<b>ASSET MGMT.</b>	<p><b><u>Training and Development</u></b> Ongoing Training: All Asset Management staff completed:  <ol style="list-style-type: none"> <li>1. HUD's Online Line Lead Assessment Training; and attended DEI, and Customer Service Trainings.</li> <li>2. Asset Management property management staff attended De-escalation Training.</li> <li>3. Various Asset Management staff attended OHAC, NAHRO and Nelrod conferences.</li> <li>4. Asset Management approved an <i>Applicant On-Boarding</i> presentation which has been updated to include more agency departments and informative topics.</li> <li>5. Maintenance Managers and Team Leads attended NSPIRE training courses and received certification</li> </ol> </p>	<p><b><u>Ongoing training and professional development opportunities for employees to enhance their technical and programmatic skills, knowledge, and ability to deliver high-quality services:</u></b> Training Specifics:  <ol style="list-style-type: none"> <li>1. Deteriorated lead-based paint is a major source of lead dust, which is harmful, especially to children. This training equipped staff to identify deteriorated paint, reducing this risk. In addition, the training is mandated by HUD's lead-based paint regulations (24 CFR Part 35), making it essential for staff involved in housing inspections. The training: <ul style="list-style-type: none"> <li>• Enhances visual assessment and builds upon existing building inspection and assessment skills, allowing staff to effectively perform visual assessments for deteriorated paint.</li> <li>• Enables staff to make informed decisions. By learning to identify and address lead hazards, staff can make better decisions regarding maintenance and renovations, contributing to safer housing environments.</li> </ul> </li> </ol> </p>



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		<ol style="list-style-type: none"><li>2. De-escalation training contributes to employee growth because it equips staff with the skills to recognize the early signs of escalating emotions and intervention methods to deal with a situation before it turns violent. This significantly reduces the risk of physical harm to employees, customers, clients, and visitors, creating a safer work environment for everyone involved.</li><li>3. Various training courses in the housing industry best practices were offered to LMHA staff to provide networking opportunities, knowledge, and skills necessary to excel in their roles.</li><li>4. An introduction to the LIPH program which provides an overall scope of services which include associated benefits and specific expectations.<ul style="list-style-type: none"><li>• This helps to create a positive and welcoming first impression, setting the tone for the applicant's relationship with the agency.</li><li>• It also provides a clearer understanding of the agency's mission, values, and goals, allowing an applicant to see how their role contributes to overall success.</li><li>• The presentation fosters early engagement and connection with staff and management to help potentially reduce stress and improve morale.</li><li>• This training is structured to enhance role clarity and productivity, helping new applicants understand how their role fits into the bigger picture.</li></ul></li><li>5. NSPIRE training is crucial for Maintenance Managers and Team Leads in LMH properties due to its impact on health and safety, property compliance, funding, and operational efficiency.<ul style="list-style-type: none"><li>• By participating in NSPIRE training, maintenance teams gain a deeper understanding of the importance of proactive maintenance and safety protocols.</li><li>• This promotes a culture of safety and responsibility, reducing the risk of accidents and injuries and ultimately leading to better-maintained properties and improved tenant satisfaction.</li></ul></li></ol>
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**Goal 4 - Streamline Processes and Elevate User Experience and Satisfaction** represents LMH's commitment to efficiency and customer-centricity.

<p><b>HCVP</b></p>	<p><b><u>Training, Development, and Customer Service</u></b> strategy focused on internal processes and maintaining exceptional customer service delivery HCVP is currently implementing multi-faceted training by:</p> <ol style="list-style-type: none"> <li>1. Developing a comprehensive onboarding and training program that includes ongoing assessments to ensure program related knowledge and skill retention.</li> <li>2. Launching customer service and escalation protocol training for all frontline staff. The initial training has been completed, and ongoing sessions will continue. <ul style="list-style-type: none"> <li>• The Housing Stability Coordinator role has been expanded to include customer service supervisory responsibilities.</li> </ul> </li> </ol>	<p><u>Ongoing training and professional development opportunities for employees to enhance their technical and programmatic skills, knowledge, and ability to deliver high-quality services:</u></p> <ol style="list-style-type: none"> <li>1. Ensures new staff gain a clear understanding of program rules, internal processes, and customer service expectations by promoting consistency, accuracy, and transparency across the department.</li> <li>2. Elevates customer service standards by empowering frontline staff with tools, training, and support to resolve issues efficiently and compassionately. <ul style="list-style-type: none"> <li>• Reinforces LMH's customer service expectations.</li> <li>• Ensure staff receive consistent, structured training and demonstrate a clear understanding of HCV processes, expectations, and customer service standards.</li> <li>• Centralizes accountability for customer service outcomes.</li> <li>• Improves participant/partner satisfaction through strong escalation management and coaching.</li> <li>• Supports continuous learning in a customer service capacity by focusing on: <ul style="list-style-type: none"> <li>○ Managing escalations.</li> <li>○ Providing coaching and performance support and,</li> <li>○ Ensuring consistent, high-quality service delivery by the department.</li> </ul> </li> </ul> <p>These efforts will reflect LMH's commitment to a streamlined, user-focused housing system that serves both participants and partners with clarity, consistency, and compassion.</p> </li></ol>
<p><b>HCVP</b></p>	<p><b><u>Process Optimization</u></b> HCVP is creating standard operating procedures (SOPs) which will be regularly reviewed and updated as needed.</p>	<p><u>Ensuring Standardization of Processes and Work Instructions:</u> <u>*Also aligns to Goal 1: Draft of Standardized Process and Procedures (SPP) manual for each department</u> Supports continuous improvement efforts crucial to organizational success, driving efficiency, quality, and innovation.</p> <ul style="list-style-type: none"> <li>• Enhances operational efficiency and reduces downtime.</li> </ul>



**Goal 4 - Streamline Processes and Elevate User Experience and Satisfaction** represents LMH's commitment to efficiency and customer-centricity.

		<ul style="list-style-type: none"> <li>• Provides a baseline for consistent processes.</li> <li>• Ensures continuous refinement and adaptation of those processes.</li> <li>• Together, this enables LMH to optimize operations, eliminate waste, reduce costs, and enhance customer satisfaction.</li> </ul>
<b>HR</b>	<p><b><u>Process Optimization</u></b></p> <ol style="list-style-type: none"> <li>1. A conversion of a new timekeeping system will take place in July 2025.</li> <li>2. The agency is currently reviewing the implementation of HRIS modules consistent with objectives contained within Goals 1 and 4.</li> </ol>	<p><u>Identify and Streamline Key Operational Processes (KOP's) within LMH:</u></p> <ol style="list-style-type: none"> <li>1. This new system is expected to reduce the administrative tasks associated with payroll processing, employee leaves, and other aspects of payroll management.</li> <li>2. To address succession planning, performance evaluations, and employee development Plans consistent with Goal 1.</li> </ol>
<b>FINANCE</b>	<p><b><u>Process Optimization</u></b></p> <ol style="list-style-type: none"> <li>1. Perform financial operations in a compliant manner:</li> <li>2. Finance has activated the Executive Dashboard for Elite to better monitor and track performances indicators to identify and correct performance and compliance issues.</li> <li>3. Finance budgeted and scheduled for continued staff training in the areas of Accounting, Budgeting, Auditing, Taxes, and Ethics.</li> <li>4. Soon, Finance will be leading rigorous financial reviews with departments on at least a quarterly basis for monitoring and management purposes.</li> </ol>	<p>Previous accomplishments include (for the years 2020 – 2022) LMH being awarded the Auditor of State Award. The Auditor of State's office audits nearly 5,900 entities and fewer than 8% are eligible for the award. This award is presented to public entities that meet specific criteria during their financial audit, that meet specific criteria for a "clean" audit report.</p>
<b>FINANCE</b>	<p><b><u>Process Optimization</u></b></p> <ol style="list-style-type: none"> <li>1. Finance created and implemented a Finance Department training program.</li> <li>2. Finance continues to provide training for all accounting staff to review various accounts such as accounts payable, accounts receivable, cash, etc. The staff will be required to review their accounts of responsibility monthly and correct</li> </ol>	<ol style="list-style-type: none"> <li>1. To improve department effectiveness and efficiency and ensure operations are conducted in a transparent and accountable manner.</li> <li>2. Enablement of LMH to reduce expenses and improve the overall functionality of Finance Department operations.</li> </ol>



**Goal 4 - Streamline Processes and Elevate User Experience and Satisfaction** represents LMH's commitment to efficiency and customer-centricity.

	<p>items that should be reclassified (or are out of line). For example, accounts payable items with longer than 3 months aging.</p> <p>3. The Finance Department has internalized certain functions that were previously performed by consultants and third parties in-house.</p>	
<b>FINANCE</b>	<p><b><u>Process Optimization: Improved Internal Controls:</u></b></p> <ol style="list-style-type: none"> <li>1. LMH has revised and updated financial policies/procedures.</li> <li>2. The Finance Department set up LIPH, Section 8, and vendor 100% direct deposit.</li> <li>3. We have evaluated users' privileges to restrict access to financials systems.</li> </ol>	<p>Finance is monitoring key performances indicators (KPI's) of associated components to ensure adequacy of related procedures, standardization of materials and policies, and security of restricted information.</p>
<b>FINANCE</b>	<p><b><u>Reduced Operational Expenses:</u></b></p> <ol style="list-style-type: none"> <li>1. Finance has begun providing all departments with a variance report each month. The report identifies budget variances over 3%. The variance will then need to be explained by the appropriate department.</li> <li>2. Finance has also begun holding monthly meetings with departments to review budgeted to actuals.</li> </ol>	<ol style="list-style-type: none"> <li>1. This process will improve compliance with the budget each month and will make it easier to make any required budget amendment or revision at the end of the year. The goal of more timely identifying budget variances is to make each department more aware of its own spending and to hold departments accountable for their spending throughout the year.</li> <li>2. To improve the problem-solving process to ensure adherence to departmental budgets.</li> </ol>
<b>PS</b>	<p><b><u>Process Optimization</u></b></p> <ol style="list-style-type: none"> <li>1. Public Safety has upgraded the Access Security System and monitors this daily. All staff and resident key fobs and access codes have been audited with revised</li> <li>2. LMH's Public Safety Department and IT modified LMH's internal incident reporting system to include the monitoring, updating, and sharing of any potential criminal incident, safety, and</li> </ol>	<p><b><u>Enhanced Operational Efficiency and Convenience:</u></b></p> <ol style="list-style-type: none"> <li>1. Managing outdated systems can be time-consuming and inefficient. <ul style="list-style-type: none"> <li>• Modern systems offer features like remote monitoring and access control, allowing you to manage your security from anywhere.</li> <li>• This frees up staff time, helps to streamline operations, and boosts productivity.</li> </ul> </li> <li>2. Statistical Process Control (SPC) is being utilized with these implementations. <ul style="list-style-type: none"> <li>• This helps to streamline safety operations and processes to enhance public safety and,</li> </ul> </li> </ol>



**Goal 4 - Streamline Processes and Elevate User Experience and Satisfaction** represents LMH's commitment to efficiency and customer-centricity.

	<p>security issues (or damage to LMH properties) with department property managers.</p> <ul style="list-style-type: none"> <li>• There is a report numbering system and "Nature of Incident" for our reports, and Smartsheet has been modified to specify and sequentially track the type and number of incidents for the year and at a particular site.</li> <li>• We have also used the reporting system, our own monthly and yearly statistics for sites, as well as those tracked and shared by local police jurisdictions to monitor, track and assign personnel based on crime reporting, intel, and high crime hours and areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides a systematic way to monitor and improve areas prone to variations and potential risks.</li> </ul> <p>These process optimization methods help to ensure that data is analyzed in real-time and any deviations from established norms can be detected, allowing for timely interventions to prevent incidents and improve overall safety within the developments.</p>
PS	<p><b><u>Training and Development</u></b></p> <ol style="list-style-type: none"> <li>1. Public Safety provides a monthly on-line training program for all officers, mobile patrol and static security.</li> <li>2. Public Safety also provides continuous training in Verbal De-Escalation, CPR/AED First Aid, and Stop the Bleed.</li> </ol>	<p><u>Workplace Safety Culture and Mindset: A Shared Commitment</u> Prioritizes an environment where safety is a core value and daily practice Focused on:</p> <ol style="list-style-type: none"> <li>1. <u>Preventing Accidents and Injuries:</u> The primary goal is to reduce the risk of workplace accidents, illnesses, and deaths, ultimately protecting employees from harm and financial hardship.</li> <li>2. <u>Promoting Awareness of Hazards:</u> Safety training helps employees recognize potential hazards in their work environment and understand the associated risks.</li> <li>3. <u>Enhancing Knowledge and Skills:</u> It provides employees with the specific knowledge and practical skills necessary to perform their jobs safely, including proper use of equipment and personal protective equipment (PPE).</li> <li>4. <u>Fostering a Safety Culture:</u> Effective safety training will encourage employees to take ownership of safety, actively participate in safety programs, and contribute to a positive safety culture.</li> </ol>



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PS	<p><b><u>Process Optimization</u></b> Public Safety previously implemented a call tree to ensure that staff are aware of emergency situations onsite as they occur, and department managers are notified for increased safety and security.</p>	<p><b><u>Communication and Safety/Security:</u></b></p> <ol style="list-style-type: none"> <li>1. Emergency procedures should include alternate communication methods to ensure continued communication when primary methods fail, which is crucial for effective response and safety during emergencies.</li> <li>2. Redundant communication systems prevent information gaps, maintain situational awareness, and allow for timely coordination between responders and affected individuals</li> </ol>
QA	<p><b><u>Process Optimization</u></b> Continual analysis of internal processes and policies to improve efficiency, eliminate waste, and enhance employee competency.</p>	<p><b><u>Feedback Mechanisms</u></b> Establish feedback mechanisms for LMH staff, residents, and partners to provide input on their experiences with LMH services, enabling continuous improvement. A culturally embedded Continuous Improvement Initiative supports Goal 4 as follows:</p> <ol style="list-style-type: none"> <li>1. <u>Fosters a mindset of continuous learning and adaptation.</u> This means creating an environment where employees feel comfortable sharing ideas, experimenting, and learning from successes and failures.</li> <li>2. <u>Encourages active employee participation.</u> Employees are the closest to daily processes and possess invaluable insights into improvement. Culturally embedded CI empowers individuals at all levels to identify inefficiencies and suggest solutions.</li> <li>3. <u>Establishes a framework for structured and consistent improvement efforts.</u> This may involve implementing methodologies like Lean or Six Sigma and defining clear processes for identifying, implementing, and tracking improvements.</li> <li>4. <u>Secures strong leadership commitment and engagement.</u> Leaders are instrumental in driving the initiative, leading by example, communicating the importance of CI, and allocating resources for its success.</li> <li>5. <u>Promotes open communication and collaboration.</u> Effective communication across teams and departments helps identify areas for improvement and facilitates knowledge sharing.</li> </ol>





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		<p>6. <u>Aligns improvement efforts with organizational objectives and strategies.</u> This ensures that CI initiatives contribute to the company's overall goals and strategic vision.</p> <p>7. <u>Creates a system for measuring and celebrating achievements (both large and small).</u> Regularly tracking progress and recognizing contributions reinforces positive behaviors and sustains momentum for continuous improvement.</p>
QA	<p><b><u>Process Optimization</u></b> Educate and train staff on standardized operating procedures supporting clear policy documents</p>	<p><b><u>Training and Development:</u></b></p> <ol style="list-style-type: none"> <li>1. Provide ongoing training and professional development opportunities for employees to enhance their technical and programmatic skills, knowledge, and ability to deliver high-quality services.</li> <li>2. Provides a clear definition of staff procedure and responsibilities resulting in an increase in consistency, efficiency, and accountability.</li> </ol>
QA	<p><b><u>Process Optimization</u></b> Promote use of Quality Improvement suggestion tool</p>	<p><b><u>Continuous Improvement and PDCA (Plan, Do, Check, Act):</u></b> This suggestion method is based on the concept of "quick Kaizen" problem solving and reinforces LMH's commitment of continuous improvement for process optimization by including and recognizing suggestions from staff as opportunities for improvement across all departments. Every suggestion is aligned to core Pillars of Continuous Improvement that correlate to LMH's strategic plan goals. The pillars include:</p> <ol style="list-style-type: none"> <li>1. Safety <ul style="list-style-type: none"> <li>• Campus and Building</li> </ul> </li> <li>2. Environmental</li> <li>3. Customer Service</li> <li>4. Focused Improvement <ul style="list-style-type: none"> <li>• Overall work environment / Improving processes</li> </ul> </li> <li>5. Cost Deployment</li> <li>6. Quality Control</li> <li>7. Preventative Maintenance</li> <li>8. People Development</li> </ol>





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		<ul style="list-style-type: none"><li>• Training: process and program</li><li>• Employing and embracing principles of equal representation</li></ul>
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**Goal 5 - Launch an Inclusive Communication Strategy to Educate Stakeholders and Foster Community Awareness** embodies LMH's commitment to transparency, inclusivity, and community engagement.

**Goal 5 - Launch an Inclusive Communication Strategy to Educate Stakeholders and Foster Community Awareness**

Dept.	Task Aligned to Strategy	Desired Outcome or Objective
COM.	<p><b><u>Collaboration and Community Events</u></b></p> <ol style="list-style-type: none"> <li>1. LMH's Resident Services team submitted a request to Meijer to support over 400 youth with school supplies.</li> <li>2. Leadership is getting out from behind the desk and into the community.</li> <li>3. Expanded financial coaching to four new LMH communities.</li> <li>4. Delivered Financial Literacy Workshops and Job Readiness Bootcamps in collaboration with our Financial Opportunity Center (FOC).</li> <li>5. Launched a hands-on "Financial Fitness" Workshop in Q2 2025.</li> <li>6. Implemented an annual resident engagement calendar to engage residents in a meaningful way about the programs, initiatives, and activities that LMH offer.</li> </ol>	<p><u>Organize community events and outreach initiatives to facilitate direct interactions between LMH representatives and stakeholders:</u></p> <p>Relates to objectives of:</p> <ol style="list-style-type: none"> <li>1. Ensuring our students attend <i>equipped</i> and <i>empowered</i>, because confidence starts with preparation.</li> <li>2. Regular visits being scheduled at LMH communities to listen, connect, and respond. <ul style="list-style-type: none"> <li>• This initiative is about being present and meeting people where they are.</li> </ul> </li> <li>3. Increasing access to personalized support on budgeting, credit building, and benefits navigation.</li> <li>4. Equipping residents with skills to improve income stability and long-term financial confidence.</li> <li>5. Providing Resident Engagement through Financial Health and Wellness: <ul style="list-style-type: none"> <li>• This event attracted 52 residents, of which 28 (54%) committed to follow-up one-on-one coaching, demonstrating a strong demand for ongoing financial guidance.</li> </ul> </li> <li>6. Utilizing technology in a meaningful way to engage as many residents as possible for communication about LMH's programs, initiatives, and activities. <ul style="list-style-type: none"> <li>• <u>Calendar Status:</u> <i>Ongoing</i></li> <li>• <u>Calendar Title:</u> <i>"On-Site Resident Touchpoints"</i></li> </ul> </li> </ol> <p>Residents are actively engaging with tools and coaching that support greater financial independence, job readiness, and long-term stability, positioning LMH as more than just a housing provider, but a true partner in economic mobility.</p>



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COM.	<p><b><u>Develop a Comprehensive Communication Plan</u></b> This communication plan is designed to amplify LMH's voice, build trust, and drive action across internal and external audiences. By telling authentic stories, spotlighting partnerships, and engaging the community through multi-channel outreach, LMH will elevate its brand, inspire residents, and rally stakeholders around its mission: <i>building communities where people thrive</i>.</p> <p>This means more than housing, it's about hope, healing, and human connection.</p>	<p><u>Ensure that communication materials and strategies are inclusive, culturally sensitive, and accessible to all demographics within the community</u> Specific objectives include:</p> <p><u>Raising Awareness of LMH's Mission &amp; Work</u></p> <ol style="list-style-type: none"> <li>1. Stakeholders (staff, residents, media, partners) understand and can articulate LMH's mission, current programs, and impact.</li> <li>2. Increase in media mentions, social engagement, and brand recognition.</li> </ol> <p><u>Fueling Community Engagement &amp; Participation</u></p> <ol style="list-style-type: none"> <li>1. Residents and partners move from informed to <i>involved</i>, attending forums, giving feedback, and sharing stories.</li> <li>2. Higher turnout at events and more two-way conversations with tenants.</li> </ol> <p><u>Strengthening Internal Communication &amp; Culture</u></p> <ol style="list-style-type: none"> <li>1. LMH staff are aligned, informed, and equipped to serve as brand ambassadors.</li> <li>2. Boost in internal morale, retention, and cross-team collaboration.</li> </ol> <p><u>Building Trust Through Transparency</u></p> <ol style="list-style-type: none"> <li>1. Real stories plus real data provides <i>Authentic Credibility</i>.</li> <li>2. More positive public sentiment and trust in LMH's leadership.</li> </ol> <p><u>Elevating LMH's Presence Across Platforms</u></p> <ol style="list-style-type: none"> <li>1. LMH becomes a recognized, respected voice in housing conversations.</li> <li>2. To facilitate greater media coverage, podcast engagement, and influencer collaboration.</li> </ol> <p><u>Highlighting Resident Accomplishments ("The People of LMH")</u></p> <ol style="list-style-type: none"> <li>1. Residents, staff, and partners are not just featured, they're celebrated.</li> <li>2. Consistently spotlights tenants and staff featuring success narratives in print, video, and social media sources.</li> </ol>
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		<p><u>Create Measurable Impact and Insight</u></p> <ol style="list-style-type: none"> <li>1. Every LMH message, story, and campaign comes with clear Key Process Indicators (KPIs).</li> <li>2. LMH will ensure continuous data driven approaches for ongoing tracking and measurement related to social metrics, attendance numbers, survey results, and stakeholder feedback.</li> </ol> <p>These success measures mean more than housing, they represent hope, healing, and human connection.</p>
PS	<p><b><u>Collaboration and Outreach Initiatives:</u></b></p> <p>Public Safety engages our residents and staff in a Community Oriented policing model. Officers are encouraged to engage with residents; young and old.</p>	<p><u>Community Safety through Engagement:</u></p> <p>This engagement will promote and provide a safer and more secure environment.</p>
PS	<p><b><u>Community Awareness and Communications Initiatives:</u></b></p> <ol style="list-style-type: none"> <li>1. The Public Safety Department performs ongoing site assessments and daily inspections and revises emergency plans and procedures.</li> <li>2. Public Safety generates and shares incident reports for all staff/resident injuries, property damage, and safety and security issues or complaints.</li> <li>3. It also reviews and forwards all potential criminal conduct or complaints to law enforcement partners.</li> </ol>	<p><u>Fostering Community Awareness</u></p> <p><u>Risk Identification and Mitigation:</u></p> <ol style="list-style-type: none"> <li>1. Regular assessments and inspections help identify potential hazards and vulnerabilities within the community and its infrastructure.</li> <li>2. Revising plans and procedures based on findings enables proactive measures to mitigate identified risks.</li> </ol> <p><u>Transparency and Communication:</u></p> <ol style="list-style-type: none"> <li>1. Communicating the findings of assessments and the rationale behind revised plans increases community understanding of potential risks and the safety measures being taken.</li> <li>2. This fosters transparency, building trust and confidence in public safety efforts.</li> </ol> <p><u>Empowering Community Participation:</u></p> <ol style="list-style-type: none"> <li>1. Sharing information about revised plans and procedures provides a clear roadmap for community members on how to act during emergencies.</li> </ol>



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		<p>2. This knowledge empowers individuals and organizations to take appropriate actions to protect themselves and their property, promoting a shared responsibility for community safety.</p> <p><u>Enhanced Preparedness through Training and Drills:</u></p> <ol style="list-style-type: none"> <li>1. Revised plans provide the framework for conducting drills and training exercises, involving not only staff but also the residents and local emergency services.</li> <li>2. These activities reinforce procedures and ensure a coordinated and effective response when emergencies occur.</li> </ol> <p><u>Data-Driven Plan Improvement:</u></p> <ol style="list-style-type: none"> <li>1. Post-drill evaluations and after-action reports help identify strengths, weaknesses, and areas for improvement in emergency plans.</li> <li>2. This iterative process allows public safety to adapt plans based on real-world experience and continuously improve their effectiveness, leading to better outcomes for the community.</li> </ol>
<b>HCVF</b>	<p><b><u>Collaboration and Community Events:</u></b></p> <ol style="list-style-type: none"> <li>1. Hosted a Landlord Education Session in 2025 with both in-person and virtual attendance options, reaching a total of 80 participants.</li> <li>2. Provided program updates, expectations, and resources to current and prospective landlords.</li> <li>3. Established a plan to conduct Landlord Education Sessions on a quarterly basis to ensure consistent, ongoing communication.</li> </ol>	<p><u>Facilitation of Direct Interactions between LMH Representatives and Stakeholders:</u></p> <ol style="list-style-type: none"> <li>1. Increases program transparency and stakeholder understanding.</li> <li>2. Strengthens landlord engagement, participation, and satisfaction through accessible education and dialogue.</li> <li>3. Promotes inclusive communication practices that reflect LMH's values of partnership and responsiveness.</li> <li>4. Supports landlord retention and expand participation in the HCV program through proactive outreach and education.</li> </ol>
<b>RR</b>	<p><b><u>Outreach, Community Awareness, and Communications Initiatives</u></b></p> <p>Expanded resident engagement efforts, through inclusive communication, offering commitment strategies of:</p> <ol style="list-style-type: none"> <li>1. Wellness Checks</li> <li>2. Meals</li> </ol>	<p><u>Data-Driven Results:</u></p> <ol style="list-style-type: none"> <li>1. Overall resident participation in Resident Relations services grew by 163%, increasing from 340 to 894 service engagements.</li> <li>2. The department reached 66.4% of elderly and disabled residents (783 out of 1,179), offering wellness checks, meals, and digital training.</li> </ol>



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	<ul style="list-style-type: none"> <li>3. Digital and Technological Training</li> <li>4. Isolation Intervention Support</li> <li>5. General Information and Referral Services</li> </ul>	<ul style="list-style-type: none"> <li>3. The percentage of households reporting improved health status rose from 30.8% to 64.1% in eight months, attributed in part to increased service access.</li> <li>4. Isolation intervention support was delivered 3,561 times to 290 residents.</li> <li>5. These services helped ensure connectivity for at-risk individuals.</li> <li>6. Digital Inclusion Efforts: Forty-two senior residents enrolled in digital literacy training to increase access to services and communication platforms. The survey showed improvement in quality of life.</li> <li>7. Additionally, 1,600 general information and referral services were provided, linking 400 residents to community resources.</li> </ul>
RR	<p><b><u>Community Engagement and Resident Leadership</u></b></p> <ul style="list-style-type: none"> <li>1. Resident Relations hosted 15 educational programs and 5 engagement forums.</li> <li>2. Three Community Resident Advisory Board (C-RAB) meetings were held.</li> </ul> <p><b><u>Peer-Led Outreach and Governance:</u></b></p> <ul style="list-style-type: none"> <li>1. Programs are designed and delivered in partnership with resident councils and the central Resident Advisory Board to reflect resident input and leadership.</li> <li>2. At Jobs Plus sites, two trained community ambassadors are leading outreach, program promotion, and neighbor support initiatives.</li> <li>3. Resident input is also being institutionalized through RAB and site-based councils.</li> </ul>	<p>These engagement strategies resulted in the formation of a new Resident Council and correlated communication and dialogue between residents and LMH leadership, helping to reinforce trust, solidarity, and interpersonal communication.</p> <p>Generates an assurance of resident self-sufficiency and ownership through co-designed, cooperative, and culturally responsive service delivery.</p>
RR	<p><b><u>Collaboration and Community Events (Health and Wellness)</u></b></p> <p><b><u>Food Security and Health Access:</u></b></p>	<p><b><u>Providing Data-Driven Results:</u></b></p> <ul style="list-style-type: none"> <li>1. The pantry now serves approximately 109 households monthly, with 57% of participants from families with children and 15% seniors.</li> </ul>



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	<ol style="list-style-type: none"> <li>1. Speiker Terrace and Weiler Homes launched a Pantry that served as a Community Hub</li> <li>2. <u>Islamic Food Bank (IFB) Community Pantry:</u> LMH and IFB launched a food pantry at designated sites, offering fresh and shelf-stable foods along with service referrals for health, education, and other supports.</li> <li>3. <u>Health and Wellness Collaborations:</u> LMH partnered with several health-focused organizations to deliver maternal and infant health education, chronic disease prevention workshops, nutrition classes, and trauma-informed wellness groups.</li> <li>4. <u>Nutrition Education (OSU Extension):</u> LMH re-established collaboration with Ohio State University Extension to deliver food and nutrition education.</li> <li>5. LMH launched after-school mentorship and structured boxing programs at Port Lawrence, McClinton Nunn, and Elmdale Court.</li> </ol>	<ul style="list-style-type: none"> <li>• The pantry also functions as a service coordination hub, offering residents access to health, education, and economic services during distribution days.</li> <li>• The Weiler Homes pantry significantly offset household grocery costs, with 20% of users reporting they would otherwise rely on SNAP/WIC or go without adequate food.</li> </ul> <ol style="list-style-type: none"> <li>2. IFB is projected to serve 2,800+ household visits annually while doubling as a resident resource hub providing direct support in areas of weekly group therapy, yoga-based stress management, and supportive services delivered directly at family developments.</li> <li>3. Health and Wellness Collaborations provide reinforcement of healthy eating, chronic disease prevention, and injury reduction.</li> <li>4. <u>Youth Empowerment and Nutrition:</u> <i>Connecting Kids to Meals</i> served approximately 200 youth daily. After-school mentorship and structured boxing programs offered youth fitness, mentorship, and positive behavioral development.</li> </ol>
<b>RR</b>	<p><b><u>Collaboration and Community Events (Education Initiatives)</u></b></p> <p><u>Community Resources: Summer Youth Camps &amp; STEAM Educational Activities</u></p> <p>LMH partnered with BEX Community to offer summer youth camps and STEAM activities at family sites including the following:</p> <ol style="list-style-type: none"> <li>1. <u>BIG READ Literacy Initiative:</u> LMH partnered with Owens Community College to</li> </ol>	<p><u>Educational Engagement in Science, Technology, Engineering, Arts, and Mathematics (STEAM) and Other Recreational Opportunities:</u></p> <ol style="list-style-type: none"> <li>1. Promotion of literacy, including fluency, comprehension, phonics, and vocabulary.</li> <li>2. Facilitate resident engagement to improve educational attainment and expand workforce development opportunities.</li> <li>3. Provides academic support, behavioral coaching, fitness training, and mentorship across multiple developments.</li> </ol>





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	<p>launch community reading events and install "Big Read" book resources at multiple LMH properties with over 70 residents in family literacy initiatives.</p> <p>2. <u>GED and Adult Education Support</u>: GED workshops were introduced</p> <p>3. <u>After-School &amp; Mentorship Programs</u>: LMH launched new youth-focused partnerships</p> <p>4. <u>Library Series with Toledo Mud Hens</u>: LMH led a collaborative effort with the Toledo Mud Hens to encourage literacy among youth.</p>	<p>4. Encouragement youth to read and compete in an opportunity to obtain an Ohio 529 scholarship by attending hockey and baseball camps. Youth also received two tickets to a Mudhens game. Last year's event was a success, and plans are in place for similar events this summer.</p>
RR	<p><b><u>Collaboration and Community (Outreach Initiatives and Service Delivery)</u></b></p> <p>LMH constructed an on-site service delivery model including financial coaching, educational programming, health services, and youth development.</p>	<p><u>Empower Residents and Stakeholders with Program, Housing Rights, and Community Resource knowledge:</u></p> <p>1. Facilitates the reduction of barriers and increased resident participation in those areas.</p> <p>Engages residents in a meaningful way about the programs, initiatives, and activities that LMH offers.</p>
RR	<p><b><u>Develop a Comprehensive Communication Plan</u></b></p> <p><u>Interactive Resident Feedback Tools (Planned 2025/2026):</u></p> <p>LMH is developing digital and in-person feedback mechanisms (e.g., town halls, resident &amp; partner newsletters, suggestion boxes)</p>	<p>Will provide facilitation of real-time communication with residents.</p>
RR	<p><b><u>Facilitating Interaction through Community Events</u></b></p> <p><u>Zoo Membership Incentive Program:</u></p> <p>LMH established a multi-year agreement with the Toledo Zoo to provide free memberships to residents.</p>	<p>These will also be used as incentives to encourage engagement in programs and events. To date over 300 individuals have received free memberships.</p>





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<p><b>QA</b></p>	<p><b><u>Comprehensive Communication</u></b></p> <p><u>Goal Alignment with Training:</u></p> <ol style="list-style-type: none"> <li>1. To provide clear communication regarding Section 3 and Certified Payroll obligations through standard policy and process adhering to associated CFRs.</li> <li>2. To provide educational opportunities for contractors specific to Section 3 and Certified Payroll obligations.</li> </ol>	<p><u>Ensure Easy Access of Information for Stakeholders:</u></p> <ol style="list-style-type: none"> <li>1. Reconstruct our public facing webpages to reflect the current obligations as presented in the revised Federal Code.</li> <li>2. To establish contracting partners who are well prepared for contractual obligations regarding construction payrolls and Section 3 community development initiatives will help minimize delays and bottlenecks in certified payroll (and payment) processing payment requests.</li> </ol>
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**Goal 6 - Building Pathways to Family Income Wealth Building and Economic Advancement** underscores LMH's commitment to not only providing affordable housing but also facilitating the empowerment of its residents.

<b>Goal 6 - Building Pathways to Family Income Wealth Building and Economic Advancement</b>		
<b>Dept.</b>	<b>Task Aligned to Strategy</b>	<b>Desired Outcome or Objective</b>
<b>RR</b>	<p><b><u>Economic Advancement: Financial Empowerment and Credit-Building</u></b></p> <ol style="list-style-type: none"> <li>LMH expanded its partnership with ESUSU to offer rent reporting services across additional communities, helping residents build or improve credit through on-time rental payment reporting.</li> <li><u>Financial Coaching Expansion</u>: Certified Financial Coaches now provide on-site services at multiple LMH properties.</li> <li><u>Financial Literacy Workshops &amp; Job Readiness Bootcamps</u>: In partnership with local financial institutions and workforce agencies, LMH implemented financial literacy and employment readiness workshops.</li> <li><u>Benefits Bridge &amp; Getting Ahead Programs (Planned 2025-2026)</u>: LMH will implement two evidence-based economic mobility curricula: <ul style="list-style-type: none"> <li><i>Getting Ahead</i> guides residents through self-assessment and planning for financial stability.</li> <li><i>Benefits Bridge</i> supports residents in managing the transition from public assistance to earned income.</li> </ul> </li> </ol>	<p><u>Enhancement of Resident/Family Income, Wealth, and Economic Advancement through Financial Empowerment</u></p> <ol style="list-style-type: none"> <li><u>Financial Coaching Expansion</u>: Supports residents with personalized budgeting, credit improvement, and benefits navigation.</li> <li><u>Financial Literacy Workshops &amp; Job Readiness Bootcamps</u>: Supports residents in budgeting, savings, and employment preparation.</li> <li><u>Benefits Bridge &amp; Getting Ahead Programs (Planned 2025-2026)</u>: Will guide residents through self-assessment and planning for financial stability and</li> </ol>
	<p><b><u>Economic Advancement: Workforce Development and Employment Access</u></b></p>	<ol style="list-style-type: none"> <li>Apprenticeship Readiness Expansion (Planned 2026) will provide skill development and direct employment pathways.</li> </ol>



**Goal 6 - Building Pathways to Family Income Wealth Building and Economic Advancement** underscores LMH's commitment to not only providing affordable housing but also facilitating the empowerment of its residents.

	<ol style="list-style-type: none"> <li>1. LMH is launching an Apprenticeship Readiness Expansion (planned for 2026) that includes internship partnerships with trade unions and community colleges.</li> <li>2. <u>Jobs Plus: Cultivating Connections &amp; Change (CC2JR):</u> LMH partnered with Community Works.</li> <li>3. <u>Workforce Hiring Standards (Section 3 Compliance):</u> LMH continues enforcing employment commitments in vendor contracts.</li> </ol>	<ol style="list-style-type: none"> <li>2. <u>Jobs Plus: Cultivating Connections &amp; Change (CC2JR)</u> Two LMH residents were trained and hired as community connectors to support peers with employment navigation, service access, and job readiness.</li> <li>3. <u>ROSS and Jobs Plus</u> Through these programs: <ul style="list-style-type: none"> <li>• 85 residents gained employment in 2024—up 27% from the previous year.</li> <li>• Jobs Plus facilitated 114 job referrals and 25 placements.</li> <li>• Program participants saved \$251,427 in rent due to income increases and flat-rent incentives.</li> <li>• The average annual household income rose from \$20,455 to \$21,344.</li> </ul> </li> <li>4. <u>Workforce Hiring Standards (Section 3 Compliance)</u> Ensures that low-income residents are prioritized in hiring for agency-related projects.</li> <li>5. <u>Additional Milestones: Family Self-Sufficiency:</u> <ul style="list-style-type: none"> <li>• In 2024, 82 participants graduated from the FSS program, collectively saving \$59,152 in escrow.</li> <li>• Four became first-time homeowners.</li> <li>• An additional 62 participants maintained active savings, totaling \$135,279 across the FSS portfolio.</li> <li>• Coordinators expanded partnerships for job readiness, budgeting, and homeownership training.</li> </ul> </li> </ol>
RR	<p><b><u>Housing Continuum Expansion:</u></b>  <u>Choice for Change Rent Incentive Program</u>  A new initiative, “Choosing to Break Barriers and Build Futures,” is focused on developing targeted marketing</p>	<p><u>Choosing to Break Barriers and Build Futures:</u> Will encourage residents to learn marketing techniques to improve financial literacy and provide future wealth building opportunities to residents and families.</p>



**Goal 6 - Building Pathways to Family Income Wealth Building and Economic Advancement** underscores LMH's commitment to not only providing affordable housing but also facilitating the empowerment of its residents.

	materials for residents, with eligibility criteria and resident agreements already in place.	
<b>HCVP</b>	<p><b><u>Affordable Homeownership Initiatives</u></b></p> <p>The Housing Choice Voucher (HCV) Department is committed to expanding opportunities for income growth, asset development, and long-term economic mobility for program participants. A central strategy in this effort is the continued promotion and expansion of the HCV Homeownership Program.</p> <p>The HCV department is promoting the Homeownership Program to expand wealth-building opportunities including:</p> <ol style="list-style-type: none"> <li>1. Targeted outreach and eligibility information in weekly voucher participant briefings.</li> <li>2. Sharing program details with community partners, housing counselors, and stakeholders.</li> <li>3. Encouraging qualified voucher holders to explore the pathway from rental assistance to homeownership.</li> <li>4. Participating in the City of Toledo's Homeownership Fairs in 2024 and 2025, where HCV staff led informational sessions on the program. LMH intends to participate in the 2026 fair as well, should the city host a third annual event.</li> </ol>	<p>These initiatives will:</p> <ol style="list-style-type: none"> <li>1. Increase visibility and awareness of the HCV Homeownership Program.</li> <li>2. Broaden access to homeownership resources and strengthen community referral networks.</li> <li>3. Provide low-income families with economic opportunities for asset building and to accrue generational wealth.</li> <li>4. Reflect LMH's long-term commitment to expanding equity and opportunity for low-income families through sustainable housing pathways utilizing local community engagement events and efforts.</li> </ol>
<b>QA</b>	<p><b><u>Economic Advancement (Workforce Development and Employment Access)</u></b></p> <p>(S-3) Quality Assurance is developing various collaboration efforts with local contractors, unions, and training programs</p>	<p>A desired outcome is to identify, create, and provide opportunities for residents to learn about career options in the building trades through:</p> <ul style="list-style-type: none"> <li>• Hosting and participating in employment resource events targeting LMH residents and developments.</li> </ul>



**Goal 6 - Building Pathways to Family Income Wealth Building and Economic Advancement** underscores LMH's commitment to not only providing affordable housing but also facilitating the empowerment of its residents.

		<ul style="list-style-type: none"><li>• This will provide opportunities for our community partners to participate, target, and engage LMH's resident populace.</li></ul>
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ATTACHMENT C.1:  
50075-ST LMH 2026: OTHER DOCUMENT AND/OR  
CERTIFICATION REQUIREMENTS  
(Central Resident Advisory Board Comments,  
Public Comments, & LMH Analysis)

## 2025 CONTENT BELOW – PENDING REVISIONS

### **Central Resident Advisory Board Comments, Public Comments, and LMH Analysis**

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#### August 28, 2024: Meeting of Central Resident Advisory Board

Lucas Metropolitan Housing provided a draft copy of the Annual Plan to Central Resident Advisory Board (C-RAB) members in mid-July. C-RAB provided written questions. LMH's responses are below.

LMH staff presented the Annual Plan in person to the C-RAB board on August 28, 2024, at 3:30 P.M.

The following C-RAB members were in attendance:

- 1) ~~De Borah Williams (Interim President)~~
- 2) ~~Leslie Chandler (Secretary)~~

Staff emphasized to the C-RAB how important their input is to the process. C-RAB members asked questions throughout the presentation.

The following LMH staff members provided C-RAB information on relevant updates and changes in each section of the proposed Annual Plan: Tom Mackin—Chief Administrative and Legal Officer; Stacy Hoffmann—Senior Exec. Assistant, Legal Department; Libby Schoen—Chief Program Officer; Cheryl Phillips, Vice President of Human Resources; Shimeako Cole—Executive Vice president of Finance; Jennifer Todd—Warfield—Vice President of Asset Management; Jim Gross—Vice President of Public Safety; Martice Bishop—Vice President of Resident Services; Amy Gerber—Vice President of Housing Choice Voucher Programs; Keith Smith, Director of Development, & Modernization; Sean Clark—Director of Compliance.

C-RAB provided written questions. Below are their questions and LMH's answers.

#### **#1) C-RAB Question:**

*Are we going to be able to see a change in safety and security?*

#### **LMH Response:**

*Yes, LMH is committed to improving resident safety and security. We have instituted directed patrols, safety and saturation sweeps, and security checks with our Mobile Patrol Officers, Toledo Police Officers, and Lucas County Sheriff Deputies during high crime hours. There is also mandated resident contacts and juvenile mentoring operations occurring daily. LMH has instituted a 5-step reporting process for increased safety awareness which will lead to better documentation of issues involving safety and security. Public Safety is also in the process of hiring additional officers. All the above are examples which will lead to an increased presence and higher visibility representing positive changes in overall safety and security of our residents (and visitors).*

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**#2) C-RAB Question:**

*Do many people come out for the meeting at the COW?*

**LMH Response:**

*Normally, there are 2-3 members of the public who attend the monthly Committee of the Whole meeting. This is in addition to the LMH Board of Commissioners, and all LMH staff leadership.*

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**#3) C-RAB Question:**

*How do you let the people know about the meeting?*

**LMH Response:**

*Notice for the monthly Committee of the Whole meeting is given to the public via local media partners, and is also posted on LMH's website: <https://www.lucasmha.org/> under:*

- Calendar*
- News*

*For the Annual and 5-year Plans, 45-day public notice is given via local newspapers (The Toledo Blade), and posted on LMH's website: <https://www.lucasmha.org/> under:*

- Calendar*
- News*

*The public hearing will take place directly preceding the Committee of the Whole meeting this year on Tuesday, September 3<sup>rd</sup>, 2024, at 8:30 a.m.*

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**#4) C-RAB Question:**

*Is the annual plan on our website?*

**LMH Response:**

*Yes, LMH's Annual and 5-Year Plans are both posted on our website at the following link: <https://www.lucasmha.org/> under:*

- Annual Reports*
  - Draft Plans & Documents (when in draft stage)*
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**#5) C-RAB Question:**

*Question specifically for Human Resources: How can I get in on mental health training and certification?*

**LMH Response:**



~~HR will work with the Vice President of Resident Services (Martice Bishop) to coordinate a similar training for residents.~~

#### **#6) Commissioner Question:**

~~Referencing the score from Goal 5 of LMH's previous Strategic Plan Progress Report, Commissioner Gant asked how the score would be affected since LMH did not get the Choice Neighborhoods (CNI) implementation grant?~~

#### **LMH Response:**

~~The score of Goal 5 was not affected as the percentage effectiveness of goal completion by objective was scored after LMH was notified that they did not receive the implementation grant. LMH successfully fulfilled efforts of "establishing general awareness of high opportunity areas," such as the McClinton Nunn neighborhood. LMH continues to evaluate whether to apply for the next round of funding or to co-partner with other local entities to submit a more comprehensive proposal with its community partners.~~

#### **Facebook Post of Draft 2025 Annual Plan on August 29, 2024**

~~In addition to the meeting with C-RAB, LMH posted the 2025 Annual Plan to their Facebook account for additional commentary open to all residents, program participants, and the public.~~

~~LMH received no questions via email and two comments on Facebook.~~

#### **Public Hearing of Draft 2026 Annual Plan on September 16, 2025**

~~LMH's public hearing on its 2025 Annual Plan was held prior to the Board of Commissioners' Committee of the Whole meeting on September 3, 2024, at 8:30 a.m. at 424 Jackson St. Toledo, OH 43604.~~

~~The public hearing was open to all residents, program participants, and the public. LMH presented its proposed 2025 Annual Plan via a PowerPoint presentation and solicited comments and questions from the public.~~

~~There was one member of the public at the September 3 public hearing. LMH's Board of Commissioners were in attendance along with select LMH staff, including Senghor Manns, Thomas Mackin, Regina Mosley, Stacy Hoffman, Cheryl Phillips, Libby Schoen, Jim Gross, Keith Smith, Aaron Christopherson, Shimeako Cole, Samuel Olaniran, and Sean Clark.~~

~~LMH received no questions or comments at the public hearing.~~

**Public Comments from Advocates for Basic Legal Equality, Inc.**

LMH provided Advocates for Basic Legal Equality, Inc. (ABLE) and The Fair Housing Center copies of its draft 2026 Annual Plan. There were no comments or questions.

**Additional Comments During Comment Period**

~~No additional public comments were received during the public comment period.~~

ATTACHMENT C.2:  
50075-ST LMH 2026: OTHER DOCUMENT AND/OR  
CERTIFICATION REQUIREMENTS  
HUD-5077-SL: CERTIFICATION BY STATE OR LOCAL  
OFFICIAL

CERTIFICATION TO BE ATTACHED HERE

- HUD-5077-SL: CERTIFICATION BY STATE OR LOCAL OFFICIAL

ATTACHMENT: C.3  
50075-ST LMH 2026: OTHER DOCUMENT AND/OR  
CERTIFICATION REQUIREMENTS  
HUD-5077-ST-HCV-HP: CIVIL RIGHTS  
CERTIFICATION

DOCUMENT PENDING

SIGNATURES:

- 1) LMH CEO
- 2) LMH BOARD CHAIR

ATTACHMENT:  
50075-ST LMH 2026: OTHER DOCUMENT AND/OR  
CERTIFICATION REQUIREMENTS  
THE TOLEDO BLADE AFFIDAVIT

LEGAL NOTICE	LEGAL NOTICE	LEGAL NOTICE
<p><b>Notice of Public Hearing</b></p> <p>Each year, Lucas Metropolitan Housing (LMH) submits an Annual Plan to HUD. A draft of LMH's 2026 Annual Plan can be reviewed here: <a href="https://www.lucasmha.org/upages.php?id=120">https://www.lucasmha.org/upages.php?id=120</a>.</p> <p>You are invited to a public hearing on September 16, 2025, at 8:30 am, for LMH's Annual Plan.</p> <p>Comments may be submitted to <a href="mailto:sclark@lucasmha.org">sclark@lucasmha.org</a> during the 45-day comment period. The comment period ends September 14, 2025.</p> <p>Contact LMH at (419) 259-9400 by September 8th, if you require an auxiliary aid or language assistance.</p>	<p><b>عام ؤس لچ پ راعش</b></p> <p>ي ل ل ؤي ونس ؤطخ مي دقت ب (LMH) مزلت ؤي ر ضح ل ؤي م ن ل ل و ن ا ك س ل ا ؤ ر ا ز و ا م ي ف . م ا ع ل ك (HUD) ؤي ك ي ر م ا ل ا ذ ه ؤ ط خ ؤ د و س م ي ل ا ط ب ا ر ي ل ي م ا ع ل : <a href="https://www.lucasmha.org/upages.php?id=120">https://www.lucasmha.org/upages.php?id=120</a> .</p> <p>ع ا م ت س ا ؤ س ل چ د ي د ح ت م ت د ق و ا ح ا ب ص 8:30 ع ا س ل ا م ا م ت ي ف ؤ م ا ع ع ي م ج . 2025 ر ب م ت ب س 16 م و ي ب ح ر م ت ا ق ي ل ع ت ل و ا ت ا ط ح ا ل م ل ا ا ه ب .</p> <p>م ك ت ا ب ي ق ع ت م ي د ق ت م ك ن ك م ي ع ق و م ل ا ي ل ع ط ط خ ل ا ه ذ ه ي ل ع sclark@lucasmha.org ي ن و ر ت ك ل ل ل ا ت ا ق ي ل ع ت ل م ي د ق ت ؤ ر ت ف ل ا ل خ ي ه ت ن ي . ا م و ي 45 ي ل ل ل ص ت ي ت ل ر ب م ت ب س 14 ي ف ت ا ق ي ل ع ت ل ا ع م ج 2025.</p> <p>ن م د ي ز م ل ا ي ل ل ؤ ا ح ي ف م ت ن ك ا ذ م غ د ل ا و ا ؤ ي ف ا ض ا ل ا ؤ د ع ا س م ل ا ل ي ا س و ب ل ا ص ت ل ا م ك ن ك م ي ف . ي و غ ل ل ل M H (419) 259- م ق ر ف ت ا ه ي ل ع 9400 ر ب م ت ب س 8 ل ب ق .</p>	<p><b>Aviso de Audiencia Pública</b></p> <p>Lucas Metropolitan Housing (LMH) está obligado a presentar un Plan Anual a HUD cada año. Un enlace al proyecto del plan de este año está aquí: <a href="https://www.lucasmha.org/upages.php?id=120">https://www.lucasmha.org/upages.php?id=120</a>.</p> <p>Una audiencia pública está programada para el 16 de septiembre de 2025 a las 8:30 am. Se fomenta la participación del público.</p> <p>Los comentarios pueden enviarse a <a href="mailto:sclark@lucasmha.org">sclark@lucasmha.org</a> durante el período de comentarios de 45 días. El período de comentarios finaliza el 14 de septiembre de 2025.</p> <p>Comuníquese con LMH al (419) 259-9400 antes del 8 de septiembre, si necesita ayuda auxiliar o asistencia lingüística.</p>

### 公开听证会通知

卢卡斯大都会住房管理局 (LMH) 每年需向住房和城市发展部 (HUD) 提交年度计划。本年度计划草案链接如下: <https://www.lucasmha.org/upages.php?id=120>.

公开听证会定于 2025 年 9 月 16 日上午 8:30 举行。欢迎公众提出意见。

在 45 天的意见征集期内, 意见可发送至 [sclark@lucasmha.org](mailto:sclark@lucasmha.org)。意见征集截止日期为 2025 年 9 月 14。

如需辅助工具或语言协助, 请于 9 月 8 日前致电 (419) 259-9400 联系 LMH。





50075-ST LMH 2026  
C. Other Documents and/or  
Certification Requirements

ATTACHMENT C:  
50075-ST LMH 2026: OTHER DOCUMENT AND/OR  
CERTIFICATION REQUIREMENTS  
BOARD OF COMMISSIONERS RESOLUTION

PENDING RESOLUTION  
APPROVED RESOLUTION GOES HERE