

# Memorandum



**Date:** May 13, 2009

**To:** Honorable Chairman Dennis C. Moss  
and Members, Board of County Commissioners

**From:** George M. Burgess  
County Manager

**Subject:** Supplemental Information to the Monthly Report on the Miami-Dade Public Housing Agency – May 2009

HCD  
Supplement to  
Agenda item No. 7(B)

A handwritten signature in black ink, appearing to read "Burgess", written over the printed name of George M. Burgess.

This report provides supplemental information to the May 2009 report on the Miami-Dade Public Housing Agency (MDPHA). More specifically, this report contains information on 1) the current HOPE VI planned sources of funding and their uses along with a timeline for completion of the project, 2) security system and public safety upgrades at various public housing sites, and 3) an update on the Housing Choice Voucher program as requested by the members of the Housing and Community Development (HCD) Committee on April 15, 2009.

## **HOPE VI**

The proposed financing strategy to construct 354 units in the Scott-Carver HOPE VI revitalization area has been updated to reflect current market conditions and key changes in the availability of funding through the Florida Housing Finance Corporation (FHFC). However, funding provided through the State Apartment Incentive Loan (SAIL) program and Extremely Low-Income (ELI) funding were both eliminated by State legislature. Finally, the decline in tax credit equity pricing from \$0.85/credit dollar to \$0.70/credit dollar is another contributing factor to the current financing gap. Although an overall financing gap must be filled to complete the originally planned 354 units, new resources are emerging that will help offset these losses and maintain the viability of the project. American Recovery and Reinvestment Act (ARRA) funds committed to FHFC are anticipated that will provide gap financing equal to the effective difference between tax credit pricing at \$0.85/credit dollar and \$0.70/credit dollar. Essentially, the FHFC will guarantee successful tax credit applications be funded at \$0.85/credit dollar. Also, MDPHA will compete for additional ARRA funds offered through the USHUD Capital Fund Program.

Three different financing scenarios are proposed for consideration. Each scenario explains different building plans dependant upon the availability of certain funding, including tax credits and other anticipated funding. Each scenario also lists the anticipated funding gap currently existing with each proposal (Exhibits A and B). Scenario A is the financing plan that is currently being pursued, which includes a nine percent tax credit application for Sector IIA and a four percent tax credit application for Sectors IIB, III, and IIIA along with the HOPE VI grant funding, US HUD Replacement Housing Factor funds (RHF), and County bond proceeds. Under this scenario, the gap is currently projected at \$4.1 million. Scenario B assumes that the nine percent tax credit application for Sector IIA is not successful in 2009 but rather in 2010, whereas Scenario C assumes that all 354 units will be financed with four percent tax credits.

Additionally, the monthly report from the master developer is included which provides an update on various activities, such as the master planning/community engagement, steering committee meetings, community and supportive services, design, construction, and environmental clearances (Exhibits C and D), as requested.

## **Security and Public Safety in Public Housing**

MDPHA has taken a proactive approach to making our public housing communities safer. The strategy involves the implementation of safety measures including security cameras, security gates,

keyed entrance, intercom, and site lighting. As a result of these safety measures, MDPHA eliminated the need for security guards as detailed in the attached report (Exhibit E).

MDPHA has established and continues to maintain collaboration among Miami-Dade Police, City of Miami Police, City of Homestead Police, the State of Florida Probation and Parole Services, Narcotics Task Force and HUD to prevent and reduce criminal activity. This has been achieved by conducting coordinated sweeps and implementing the Stay Away Orders issued by the Miami-Dade State Attorney's office. Additionally, a 24-hour anonymous hotline allows public housing residents to report criminal activity. This coordinated effort of local law enforcement agencies and safety initiatives with the goal of creating long-term solutions to strengthen positive relationships between residents, site managers, police, and the community.

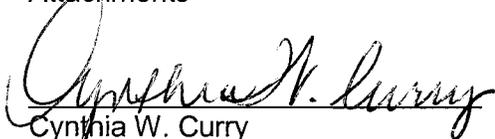
As requested at the last HCD Committee meeting, MDPHA has received raw data from the City of Miami police department listing reported crimes near addresses that are public housing sites. The data requires significant review by the Agency to determine whether or not the items listed actually correlate to incidents on our properties. We are awaiting the same type of data from the Miami-Dade Police Department.

#### **Housing Choice Voucher (HCV) Program**

MDPHA, and the HCV contractor, Quadel Consulting, was requested to provide information regarding accessibility of the HCV program office for clients and the potential for adding satellite offices. The contractor's selection of the office location was made after having conducted detailed research on the location of participants in the program. The desire was to find offices that were centrally located based on the location of program participants. This report includes maps of our program participants by quadrant (Exhibit F). The conclusion was that the current office space is sufficiently accessible, as 49.6 percent of the participants are northeast of the office, 17.4 percent live southeast, 4.5 percent live northwest, and 28.4 percent live southwest.

In addition, Quadel Consulting continues to do employment outreach, as illustrated in Exhibit G, and will host several landlord informational sessions starting this month (Exhibit H). Lastly, attached is Quadel Consulting's first monthly management report (Exhibit I).

Attachments

  
Cynthia W. Curry  
Senior Advisor to the County Manager

## PROPOSED FINANCING STRATEGY: SCOTT/CARVER HOPE VI REVITALIZATION PLAN

The financing plan to achieve the 354 units committed in the Master Development Agreement is centered on leveraging scarce resources in this challenging economic environment. The original financing plan submitted in McCormack Baron Salazar and Reliance Housing Foundation's RFP response has been updated to reflect current market conditions and key changes in the availability of funding through the Florida Housing Finance Corporation. These changes include:

- The elimination of SAIL funding (\$5 million in original budget)
- The elimination of Extremely Low Income (ELI) funding (\$2.1 million in original budget)
- The decline in tax credit equity pricing from \$0.85/credit dollar to \$0.70/credit dollar

Although an overall financing gap must be filled to complete the 354 units, new resources are emerging that will help offset these losses and maintain the viability of the project:

- *American Recovery and Reinvestment Act of 2009 (ARRA) funds* committed to the FHFC. While details are still emerging, it is projected these funds will provide gap financing equal to the effective difference between tax credit pricing at \$0.85 and \$0.70 (for the Sector IV phase under Scenario A, this nets \$2.5 million in additional resources).
- *Neighborhood Stabilization Program (NSP) funds* awarded to MDPHA to be used toward public infrastructure improvements. This \$8.6 million award allows County General Obligation bond funds previously allocated to Site Preparation and Public Improvements to be shifted to the housing development budget.
- *Local Government Contribution* required by FHFC. The 9% tax credit application will be required to evidence a local government contribution (\$300,000) which has been added to the project budget.
- *Decline in Construction Costs* due to economic conditions.

The Development Team has discussed three financing scenarios with the Miami-Dade Public Housing Agency for Sectors III/IIIA, IV and Carver that respond to the uncertain probability of receiving a 9% tax credit award through the FHFC given the high level of competition for credits. Overall, the project financing plan remains feasible for Phases IIA and IIB, with additional gap financing resources needed to complete Phase IIC and all 354 units.

- **Scenario A is the financing plan that is currently being pursued.** This scenario includes a 9% tax credit application and award for Sector IV in 2009, with 4% tax credits and County Bonds providing equity and project financing for Sectors III/IIIA and Carver. Under this Scenario, the gap is currently projected at \$4.1 million. Assuming gap financing resources can be identified prior to submittal of the 4% tax credit and bond financing application (summer 2009), all phases would close on financing in 2010. Should the gap financing resources not be identified, the development of Phase IIC (Sector III/IIIA) would be postponed, and Phase IIA (Sector IV) would proceed as a 9% tax credit transaction, and Phase IIB (Carver) would proceed as a 4% Credits/Bond transaction, with closings in 2010. If the 9% application for Phase IIA (Sector IV) is not successful in 2009, then Scenario B described below would be pursued.
- **Scenario B** assumes that the 9% tax credit application is unsuccessful in the 2009 round for Sector IV (Phase IIA); however, Sector IV would proceed with Carver (Phase IIB) under 4% tax credits and County bond financing (2009 application, 2010 closing). The 9% application would be filed for Sector III/IIIA (Phase IIC) in 2010 and close in early, 2011, assuming the 2010 tax credit round proceeds on a similar schedule as the 2009 round. Under this scenario, the gap is currently projected at \$5.1 million.
- **Scenario C** also assumes that the 9% application is unsuccessful in the 2009 round. In this scenario all of the 354 units across the three Sectors are financed with 4% tax credits and County Bonds, with a targeted financing closing date of May 2010. Under this scenario, the gap is currently projected at \$14.4 million.

### Scenario A- Current Strategy: Sector IV (IIA)-9% Credits; Carver (IIB) & Sector III& IIIA (IIC) – 4% Credits/Bonds

**Schedule:** Targeted closing date of May, 2009 on Phase IIA and Phase IIB; Phase IIC to be determined based on filling current gap.

**Sources:**

1 <sup>st</sup> Mortgage	3,310,000
HOPE VI	17,915,000
Replacement Housing Factor Funds	8,360,000
3 <sup>rd</sup> Mortgage (County Sp. Obl. Bonds)	13,741,000
Reinvested County Developer Fee	2,795,000
Local Government Match (Surtax)	300,000
Tax Credit Equity	23,335,000
ARRA Funds	2,532,000
Gap	4,142,000
<b>Total</b>	<b>\$76,430,000</b>

**Uses:**

Hard Costs	51,623,000
Soft Costs	24,807,000
<b>Total</b>	<b>\$76,430,000</b>

**Status of Funding/Deadline:**

Commitments by tax credit app deadlines, funds by closings.  
 Available for project.  
 Available for project. \$3.7M subject to 9/30/09 obligation deadline.  
 Available for project.  
 Generated by project.  
 Applied for through RFA 4/23/09 for Phase IIA.  
 Deadline: 9% application 5/26/09, 4% Summer 2009  
 Deadline: Same as 9% application 5/26/09.  
 MDPHA/Developer working to identify potential resources

### Scenario B: Sector IV (IIA) and Carver (IIB)- 4% Credits/Bonds; Sector III& IIIA (IIC) – 9% Credits 2010

**Schedule:** Targeted closing date of May, 2010 on Phase IIA and Phase IIB; Phase IIC targeted closing of May 2011.

**Sources:**

1 <sup>st</sup> Mortgage	3,310,000
HOPE VI	17,915,000
RHF Funds)	8,360,000
3 <sup>rd</sup> Mortgage (County Sp. Obl. Bonds)	13,741,000
Reinvested County Developer Fee	2,790,000
Local Government Match (Surtax)	300,000
Tax Credit Equity	24,774,000
ARRA Funds	0
Gap	5,100,000
<b>Total</b>	<b>\$76,290,000</b>

**Uses:**

Hard Costs	51,623,000
Soft Costs	24,667,000
<b>Total</b>	<b>\$76,290,000</b>

**Status of Funding/Deadline:**

Commitments by tax credit app deadlines, funds by closings.  
 Available for project.  
 Available for project. \$3.7M subject to 9/30/09 obligation deadline.  
 Available for project.  
 Generated by project.  
 To be applied for through RFA with 9% tax credit application.  
 Deadline: 4% credit app summer 2009; 9% app in early 2010.  
 Assumed not available for 2010 FHFC Universal Cycle.  
 MDPHA/Developer to identify potential resources.

### Scenario C: Sector IV (IIA), Carver (IIB), Sector III& IIIA (IIC) -4% Credits/Bonds

**Schedule:** TBD depending on availability of gap financing resources.

**Sources:**

1 <sup>st</sup> Mortgage	3,310,000
HOPE VI	17,915,000
RHF Funds	8,360,000
County Sp. Obl. Bonds	13,741,000
Reinvested County Developer Fee	2,848,000
Local Government Match (Surtax)	300,000
Tax Credit Equity	17,368,000
ARRA Funds	0
Gap	14,449,000
<b>Total</b>	<b>\$77,991,000</b>

**Uses:**

Hard Costs	51,623,000
Soft Costs	26,368,000
<b>Total</b>	<b>\$77,991,000</b>

**Status of Funding/Deadline:** This scenario is not currently being pursued due to the size of the gap.

Exhibit B

<b>Scenario A</b>	<b>Phase IIA</b>	<b>Phase IIB</b>	<b>Phase IIC</b>	<b>Total</b>
<b>Scott/Carver Financing Plan</b>	<b>(Sector IV)</b>	<b>(Carver)</b>	<b>(Sector III/IIIA)</b>	<b>Project</b>
<b>5/1/2009</b>	114 Units	106 Units	134 Units	354 Units
	9% Credits	4% Credits	4% Credits	
<b><u>DEVELOPMENT USES</u></b>				<b><u>Total</u></b>
<b>HARD COSTS</b>				
ACQUISITION	-	-	-	-
CONSTR - ON-SITE IMPROVEMENTS	1,370,000	1,270,000	1,560,000	4,200,000
CONSTR - RESIDENTIAL	12,672,500	11,747,500	14,430,000	38,850,000
CONSTR - MGT/CMTY/COMMERCIAL	531,875	-	-	531,875
CONSTR - GARAGES	-	-	-	-
CONSTR - GEN REQ/OH/PROFIT	2,040,413	1,822,450	2,238,600	6,101,463
CONSTR - PERMITS/TAX/FEES/MISC	145,744	130,175	159,900	435,819
CONSTR - CONTINGENCY	502,816	449,104	551,655	1,503,575
SUBTOTAL	17,263,348	15,419,229	18,940,155	51,622,732
<b>SOFT COSTS</b>				
ARCHITECTURE	953,079	851,268	1,045,653	2,850,000
ENGINEERING/SURVEY	172,633	154,192	189,402	516,227
ENVIRONMENTAL	80,000	80,000	80,000	240,000
FIN FEES - FIRST MORTGAGE INTEREST	57,719	-	-	57,719
FIN FEES - SUBORDINATE LOAN INTEREST	487,700	453,500	573,300	1,514,500
FIN FEES - OTHER FEES	43,976	41,344	47,068	132,388
BRIDGE LOAN INTEREST/FEES	-	-	-	-
BOND INTEREST	-	841,876	1,068,075	1,909,951
BOND FEES	-	403,968	495,155	899,123
INSURANCE	279,666	249,792	306,831	836,288
PROFESSIONAL FEES/REPORTS	250,000	250,000	250,000	750,000
MARKETING/ FF&E	228,000	106,000	134,000	468,000
LEASEUP INTEREST/EXPENSES	262,801	243,221	303,763	809,786
TITLE AND RECORDING	94,050	87,450	110,550	292,050
TAX CREDIT FEES	321,566	256,740	311,764	890,070
REAL ESTATE TAXES	67,800	63,450	80,550	211,800
MISCELLANEOUS	114,000	106,000	134,000	354,000
PROJECT CONTINGENCY	310,145	294,120	361,054	965,319
DEVELOPER FEE - DEVELOPER	2,459,854	2,333,838	2,862,962	7,656,654
DEVELOPER FEE - OTHER	897,983	850,506	1,046,049	2,794,538
OPERATING RESERVE	214,948	196,172	247,496	658,616
SUBTOTAL	7,295,920	7,863,438	9,647,670	24,807,029
<b>TOTAL DEVELOPMENT COSTS</b>	<b>24,559,268</b>	<b>23,282,667</b>	<b>28,587,825</b>	<b>76,429,760</b>
<b><u>SOURCES OF FUNDS</u></b>				
	<b><u>Permanent</u></b>	<b><u>Permanent</u></b>	<b><u>Permanent</u></b>	<b><u>Total</u></b>
FIRST MORTGAGE	1,099,400	1,033,600	1,176,700	3,309,700
Local Government Contribution	300,000	-	-	300,000
Second Mortgage (HOPE VI funds)	4,577,950	4,256,690	9,080,956	17,915,597
Second Mortgage (RHFF funds)	4,235,076	4,124,538	-	8,359,614
Third Mortgage (County Sp. Obl. Bonds)	-	6,934,313	6,806,687	13,741,000
Reinvested County Developer Fee	-	1,748,489	1,046,049	2,794,538
Tax Credit Equity	11,815,047	5,185,036	6,335,487	23,335,570
ARRA Funds	2,531,795	-	-	\$2,531,795
GAP	-	-	4,141,946	4,141,946
<b>TOTAL DEVELOPMENT SOURCES</b>	<b>\$24,559,268</b>	<b>\$23,282,667</b>	<b>\$28,587,825</b>	<b>\$76,429,760</b>

## Exhibit B

<b>Scenario B</b>	<b>Phase IIA</b>	<b>Phase IIB</b>	<b>Phase IIC</b>	<b>Total</b>
<b>Scott/Carver Financing Plan</b>	<b>(Sector IV)</b>	<b>(Carver)</b>	<b>(Sector III/IIIA)</b>	<b>Project</b>
<b>5/1/2009</b>	114 Units	106 Units	134 Units	354 Units
	4% Credits	4% Credits	9% Credits (2010)	
<b>DEVELOPMENT USES</b>				<b>Total</b>
<b>HARD COSTS</b>				
ACQUISITION	-	-	-	-
CONSTR - ON-SITE IMPROVEMENTS	1,370,000	1,270,000	1,560,000	4,200,000
CONSTR - RESIDENTIAL	12,672,500	11,747,500	14,430,000	38,850,000
CONSTR - MGT/CMTY/COMMERCIAL	531,875	-	-	531,875
CONSTR - GARAGES	-	-	-	-
CONSTR - GEN REQ/OH/PROFIT	2,040,413	1,822,450	2,238,600	6,101,463
CONSTR - PERMITS/TAX/FEES/MISC	145,744	130,175	159,900	435,819
CONSTR - CONTINGENCY	502,816	449,104	551,655	1,503,575
SUBTOTAL	17,263,348	15,419,229	18,940,155	51,622,732
<b>SOFT COSTS</b>				
ARCHITECTURE	953,079	851,268	1,045,653	2,850,000
ENGINEERING/SURVEY	172,633	154,192	189,402	516,227
ENVIRONMENTAL	80,000	80,000	80,000	240,000
FIN FEES - FIRST MORTGAGE INTEREST	-	-	61,777	61,777
FIN FEES - SUBORDINATE LOAN INTEREST	487,700	453,500	573,300	1,514,500
FIN FEES - OTHER FEES	43,976	41,344	47,068	132,388
BRIDGE LOAN INTEREST/FEES	-	-	-	-
BOND INTEREST	976,725	841,876	-	1,818,601
BOND FEES	452,614	403,968	-	856,582
INSURANCE	279,666	249,792	306,831	836,288
PROFESSIONAL FEES/REPORTS	250,000	250,000	250,000	750,000
MARKETING/ FF&E	228,000	106,000	134,000	468,000
LEASEUP INTEREST/EXPENSES	262,801	243,221	303,763	809,786
TITLE AND RECORDING	94,050	87,450	110,550	292,050
TAX CREDIT FEES	276,321	256,740	367,639	900,700
REAL ESTATE TAXES	67,800	63,450	80,550	211,800
MISCELLANEOUS	114,000	106,000	134,000	354,000
PROJECT CONTINGENCY	330,041	294,120	339,370	963,532
DEVELOPER FEE - DEVELOPER	2,621,407	2,333,838	2,686,891	7,642,136
DEVELOPER FEE - OTHER	951,834	850,506	987,358	2,789,698
OPERATING RESERVE	214,948	196,172	247,496	658,616
SUBTOTAL	8,857,595	7,863,438	7,945,648	24,666,681
<b>TOTAL DEVELOPMENT COSTS</b>	<b>26,120,943</b>	<b>23,282,667</b>	<b>26,885,803</b>	<b>76,289,413</b>
<b>SOURCES OF FUNDS</b>				<b>Total</b>
FIRST MORTGAGE	1,099,400	1,033,600	1,176,700	3,309,700
Local Government Contribution	-	-	300,000	300,000
Second Mortgage (HOPE VI funds)	2,462,963	9,871,884	5,580,750	17,915,597
Second Mortgage (RHFF funds)	8,359,614	-	-	8,359,614
Third Mortgage (County Sp. Obl. Bonds)	7,399,359	6,341,641	-	13,741,000
Reinvested County Developer Fee	951,834	850,506	987,358	2,789,698
Tax Credit Equity	5,847,773	5,185,036	13,741,266	24,774,075
ARRA Funds	-	-	-	-
GAP	-	-	5,099,729	5,099,729
<b>TOTAL DEVELOPMENT SOURCES</b>	<b>\$26,120,943</b>	<b>\$23,282,667</b>	<b>\$26,885,803</b>	<b>\$76,289,413</b>

Exhibit B

<b>Scenario C</b>	<b>Phase IIA</b>	<b>Phase IIB</b>	<b>Phase IIC</b>	<b>Total</b>
<b>Scott/Carver Financing Plan</b>	<b>(Sector IV)</b>	<b>(Carver)</b>	<b>(Sector III/IIIA)</b>	<b>Project</b>
<b>5/1/2009</b>	114 Units	106 Units	134 Units	354 Units
	4% Credits	4% Credits	4% Credits	
<b>DEVELOPMENT USES</b>				<b>Total</b>
<b>HARD COSTS</b>				
ACQUISITION	-	-	-	-
CONSTR - ON-SITE IMPROVEMENTS	1,370,000	1,270,000	1,560,000	4,200,000
CONSTR - RESIDENTIAL	12,672,500	11,747,500	14,430,000	38,850,000
CONSTR - MGT/CMTY/COMMERCIAL	531,875	-	-	531,875
CONSTR - GARAGES	-	-	-	-
CONSTR - GEN REQ/OH/PROFIT	2,040,413	1,822,450	2,238,600	6,101,463
CONSTR - PERMITS/TAX/FEES/MISC	145,744	130,175	159,900	435,819
CONSTR - CONTINGENCY	502,816	449,104	551,655	1,503,575
<b>SUBTOTAL</b>	<b>17,263,348</b>	<b>15,419,229</b>	<b>18,940,155</b>	<b>51,622,732</b>
<b>SOFT COSTS</b>				
ARCHITECTURE	953,079	851,268	1,045,653	2,850,000
ENGINEERING/SURVEY	172,633	154,192	189,402	516,227
ENVIRONMENTAL	80,000	80,000	80,000	240,000
FIN FEES - FIRST MORTGAGE INTEREST	-	-	-	-
FIN FEES - SUBORDINATE LOAN INTEREST	487,700	453,500	573,300	1,514,500
FIN FEES - OTHER FEES	43,976	41,344	47,068	132,388
BRIDGE LOAN INTEREST/FEES	-	-	-	-
BOND INTEREST	976,725	841,876	1,068,075	2,886,676
BOND FEES	452,614	403,968	495,155	1,351,737
INSURANCE	279,666	249,792	306,831	836,288
PROFESSIONAL FEES/REPORTS	250,000	250,000	250,000	750,000
MARKETING/ FF&E	228,000	106,000	134,000	468,000
LEASEUP INTEREST/EXPENSES	262,801	243,221	303,763	809,786
TITLE AND RECORDING	94,050	87,450	110,550	292,050
TAX CREDIT FEES	276,321	256,740	311,764	844,825
REAL ESTATE TAXES	67,800	63,450	80,550	211,800
MISCELLANEOUS	114,000	106,000	134,000	354,000
PROJECT CONTINGENCY	330,041	294,120	361,054	985,215
DEVELOPER FEE - DEVELOPER	2,621,407	2,333,838	2,862,962	7,818,207
DEVELOPER FEE - OTHER	951,834	850,506	1,046,049	2,848,389
OPERATING RESERVE	214,948	196,172	247,496	658,616
<b>SUBTOTAL</b>	<b>8,857,595</b>	<b>7,863,438</b>	<b>9,647,670</b>	<b>26,368,704</b>
<b>TOTAL DEVELOPMENT COSTS</b>	<b>26,120,943</b>	<b>23,282,667</b>	<b>28,587,825</b>	<b>77,991,436</b>
<b>SOURCES OF FUNDS</b>				<b>Total</b>
FIRST MORTGAGE	Permanent \$1,099,400	Permanent \$1,033,600	Permanent \$1,176,700	\$3,309,700
Local Government Contribution	-	-	-	-
Second Mortgage (HOPE VI funds)	\$2,462,963	\$9,871,884	\$5,580,750	\$17,915,597
Second Mortgage (RHFF funds)	\$8,359,614	\$0	\$0	\$8,359,614
Third Mortgage (County Sp. Obl. Bonds)	7,399,359	6,341,641	-	13,741,000
Reinvested County Developer Fee	\$951,834	\$850,506	\$1,046,049	\$2,848,389
Tax Credit Equity	\$5,847,773	\$5,185,036	\$6,335,487	\$17,368,296
ARRA Funds	-	-	-	-
GAP	-	-	14,448,840	14,448,840
<b>TOTAL DEVELOPMENT SOURCES</b>	<b>\$26,120,943</b>	<b>\$23,282,667</b>	<b>\$28,587,825</b>	<b>\$77,991,436</b>

**SCOTT-CARVER MONTHLY REPORT  
MARCH 2009**

**I. Current Month Activities**

Activities for the month of March 2009 include the following:

1. Public Approvals
  - i. The development team has a final round of meetings with county departments in preparation of the ASPR and zoning variance application submittal packages and is working to incorporate Dept comments.
  - ii. The team is working toward a mid- April submission of ASPR application, with zoning variance applications to follow for IIIA & Carver.
2. Master Planning / Community Engagement
  - i. The Team advanced the Concept Plan and supporting documents, and submitted the Concept Plan to MDPHA on April 2<sup>nd</sup>, 2009.
  - ii. The development team attended the HOPE VI meeting on March 19<sup>th</sup>, 2009 that featured a homeownership opportunities presentation.
  - iii. The development team held a Community Meeting on March 26<sup>st</sup>, 2009 at the James E. Scott Community Center. Team members presented the Final Concept Plan to the community. Key points in the discussion included:
    1. Unit Mix
      - a. Unit mix totals 354 units across Sectors IV, III/IIIA, and Carver, and was updated from the previous version shared with the community to include additional 3-BR PH units. MBS will evaluate additional opportunities for 3 and 4 bedroom units on MDHA-controlled parcels in Sector IIIA.
    2. Next Steps:
      - a. Submit applications for site plan approval to Miami-Dade County (4-6 month approval process)
      - b. Submit Sector IV 9% tax credit application to Florida Housing Finance Corporation (FHFC) in late May and Miami-Dade County in June with 4% tax credit application(s) to FHFC to follow.
      - c. Begin work on site engineering and full architectural design (approx 9 month process)
      - d. Continue providing updates & opportunities for community feedback at each stage of design (i.e., exteriors, interiors, amenities, community building)
  - iv. Steering Committee
    1. Committee members were chosen by residents at March 26<sup>th</sup> meeting and list has been submitted to MDPHA for approval.
    2. First meeting to be held after MDPHA approval of list

3. Community and Supportive Services
  - i. Urban Strategies has continued advancing the Human Capital Plan and meeting with multiple agencies and their representatives to discuss funding and partnership opportunities.
  - ii. Urban Strategies has received a commitment from South Florida Workforce to create an "Access Point" Facility with a 15 workstation computer lab. The team needs to identify a space to host the lab and is working with MDPHA to explore options in the Merlene Matthews Facility.
  - iii. Urban staff assisted MDPHA HOPE VI Team in using the Tracking-at-a-Glance software.
  - iv. Outreach has been made to all residents on current MDPHA list. Urban Strategies "skip tracer" continues to update addresses and contact information, and is providing updated contact info to MDPHA.
  - v. Priority for CSS activities will be placed on helping residents return and overcoming the barriers associated with reoccupancy. Residents continuing to express concerns about Right to Return and Reoccupancy issues; this will be the key agenda item for the April community meeting.
  - vi. The Steering Committee will review the Reoccupancy criteria and provide recommendations to MDPHA for consideration.
4. Design
  - i. Final design elements for concept plan were prepared and packaged for submittal on April 2, 2009.
  - ii. The development team has worked to prepare ASPR & zoning variance submittal packages and continues to fine-tune site plan to facilitate the public approvals process as appropriate by sub-phase.
  - iii. The team has identified the top candidates for local architect to work along with KAI.
5. Finance
  - i. The team is in the process of preparing a 9% application for Sector IV as decided with the County and will immediately begin to prepare a 4% upon completion of the 9%.
  - ii. There are several alternatives if the 9% application is unsuccessful: 1) Submit Sectors IV, Carver and III/IIIA in a single 4% bond application provided sufficient "gap" resources can be identified, or 2) submit 4% bond application for Sector IV & Carver in 2009, and follow with a 9% application to Florida Housing for Sectors III/IIIA in 2010.
6. Construction
  - i. There are no construction deadlines in this period. The team has been contacted by prospective construction business and workforce partners, particularly MBE, WBE and Section 3 concerns and is keeping a database for future notifications of bid opportunities.
7. Public Improvements
  - i. Aside from predevelopment /master planning activities, there are no Public Improvements deadlines in this month.



8. Environmental Clearance
  - i. Updated Phase I environmental reports for each of the Sectors including Sector II prepared by REP have been provided to MDPHA and DERM. This included a follow-up meeting to review proposed Phase II scope.
  - ii. At DERM's request, REP provided a revised Phase II scope and the team is waiting on DERM's revisions.
  - iii. It is critical that the Phase II scope is approved in early April to allow the analysis to be completed by the tax credit submission deadline.

## **II. Planned Activities – Next Month**

Activities planned for the period of April 1, 2009 through April 30, 2009 include the following:

1. Public Approvals
  - i. The final concept plan was submitted to MDPHA on April 2, 2009 for review and approval.
  - ii. The development team will continue to assemble the ASPR and zoning hearing packages for mid to late April submittal.
2. Master Planning / Community Engagement
  - i. The development team will participate in the combined HOPE VI/community meeting on 4/16/09
  - ii. Steering Committee will have their first meeting on April 28<sup>th</sup>, 2009.
3. Community and Supportive Services
  - i. Urban Strategies will continue its discussions with CSS agencies.
  - ii. Urban Strategies will convene the Steering Committee.
4. Design
  - i. A local architect to work with KAI will be selected and an agreement will be finalized.
5. Finance
  - i. The team will submit request for local match funding and other various 9% application documents.
  - ii. The team will provide an Exhibit F1 and draft Rental Terms Agreement to HUD for review.
  - iii. The team will engage a market analyst to provide initial market information
  - iv. The development team will continue to refine the proformas and financing strategy.
6. Construction
  - i. Continue outreach to prospective MBE/WBE/Section 3 partners. There are no construction deadlines in this period.
7. Public Improvements
  - i. Aside from predevelopment /planning activities, there are no Public Improvements deadlines in this month.
8. Environmental Clearance
  - i. Phase II on Sector IV to commence.

- ii. Approval of Phase II scope for Sectors III, IIIa and Carver

**III. Schedule Narrative**

The Master Schedule is attached.

March’s activities were focused finalizing the Concept Plan and establishing the feasibility of the 354 units. CSS / resident engagement activities included creating the Human Capital Plan and forming the steering committee.

For the upcoming report period April 1, 2009 – April 30<sup>th</sup>, 2009 the team expects to achieve schedule deadlines.

**IV. Subcontracting Narrative**

A. Subcontractors Listed in MDA.

The subcontractors listed below were included in the MDA and have provided proposals; copies of proposals will be provided to MDPHA pursuant to the MDA.

Task	Subcontractor (Subconsultant)	Category	Section 3 / MBE / WBE
Master Planning	Torti Gallas & Associates	Prof. Serv.	-
Engineering	Tetra Tech (& Subconsultants) Milian Swain & Associates (Civil) Glatting, Jackson, et al (Traffic) Ardman (Geotech) PBS&J (Survey)	Prof. Serv.	- MBE
Landscape	La Quatra Bonci Bell + Aquí	Prof. Serv.	
Environmental Consultant	Slosky & Associates	Prof. Serv.	
Land Use/ Zoning/Entitlements	Akermann Senterfitt Consulting Group of S. Florida	Prof. Serv. Prof. Serv.	
Human Capital Planning/CSS	Urban Strategies, Inc.	Prof. Serv.	

B. Subcontractors Added to Team

The subcontractor(s) listed below have been proposed by MBS as subcontractor(s) to be added to the team subject to the approval of MDPHA. According to Miami-Dade County procurement guidelines, subcontracts for Professional Services do not require a competitive bidding process; however, the development team will adhere to the subcontracting soliciting, reviewing, and approving processes outlined in the MDA including Section 3, MBE, and WBE goals.

Task	Contractor Subcontractor	Category	Section 3 / MBE / WBE
Environmental Consultant	REP	Prof. Serv.	-
Market Research Consultant	Meridian Appraisal Group	Market Analysis	-

MBE/WBE/Section 3 outreach and participation are a priority and the team is committed to meeting and exceeding participation goals defined in the MDA.

There are no solicitations currently being reviewed by MDPHA for contract execution.

#### V. Insurance Narrative

Insurance certificates for MBS, Reliance Housing, KAI Design & Build and all subcontractors listed in the subcontractor narrative above have been provided to MDPHA for review and approval. Updated certificate for MBS was provided on March 31, 2009.

#### VI. Budget & Milestone Narrative

The development team is preparing a draw to submit to MDPHA for Conceptual Plan expenses incurred since the previous draw in the amount of \$220,342.13, bringing the total Concept Plan phase billed-to-date total to \$639,987.76.

The table below compares the Original Milestone Schedule with the current schedule, showing revised completion dates based on the date of MDA approval and the actual completion dates for tasks that have been completed.

	Estimated completion date	Planned completion date	Actual completion date			Budget
<b>Master Planning period (first 5 months)</b>						
Begin charette process with community	11/13/2008	12/18/2008	12/18/2008	Master Plan	5%	\$15,800
2 <sup>nd</sup> Community Engagement (Charette)	12/18/2008	1/8/2009	1/10/2009	Master Plan	5%	\$15,800
3 <sup>rd</sup> Community Engagement – Follow-Up	1/15/2009	2/21/2009	2/21/2009	Master Plan	5%	\$15,800
CSS DRAFT Plan Submission	1/30/2009	2/13/2009	2/13/2009	Master Plan	10%	\$31,600
Updated Concept Plan to Community	2/19/2009	3/26/2009	3/26/2009	Master Plan	10%	\$31,600
CSS FINAL Plan Submission	3/25/2009	3/30/2009		Master Plan	15%	\$47,400
Concept Plan Subission	4/2/2009	4/2/2009	4/2/2009	Master Plan	25%	\$79,000
Submit TC and SAIL Applications Ph IIA&B	3/24/2009	5/26/2009		Master Plan	25%	\$79,000
					100%	\$316,000

<u>Phase II Pre-development period (following 14 months after Master Planning)</u>	Estimated completion date	Planned completion date	Actual completion date			Budget
ASPR Drawings Submission	4/3/2009	4/15/2009		Phase IIA	8%	\$61,880
Zoning Variance Applications Submittal		4/30/2009		Phases IIB IIC		
ASPR Approval	9/28/2009	8/4/2009		Phase IIA	15%	\$116,025
Zoning Variance Approval		9/30/2009		Phases IIB IIC		
50% Construction Drawing Completion	9/28/2009	9/28/2009		Phase IIA-B	16%	\$123,760
LIHTC Syndicator Commitment	12/15/2009	11/16/2009		Phase IIA-B	12%	\$92,820
MF Term Sheet Completion/Submission	1/15/2010	1/15/2009		Phase IIA-B	8%	\$61,880
T-Plat submission	9/29/2009	8/5/2009		Phase IIABC	10%	\$77,350
T-Plat approval (updated per P&Z feedback)	3/15/2010	10/27/2009		Phase IIABC	15%	\$116,025
Submission Permit Set Drawings (infrastructure/building)	3/24/2010	2/2/2010		Phase IIA-B	16%	\$123,760
					100%	\$773,500

## VII. Pending Issues

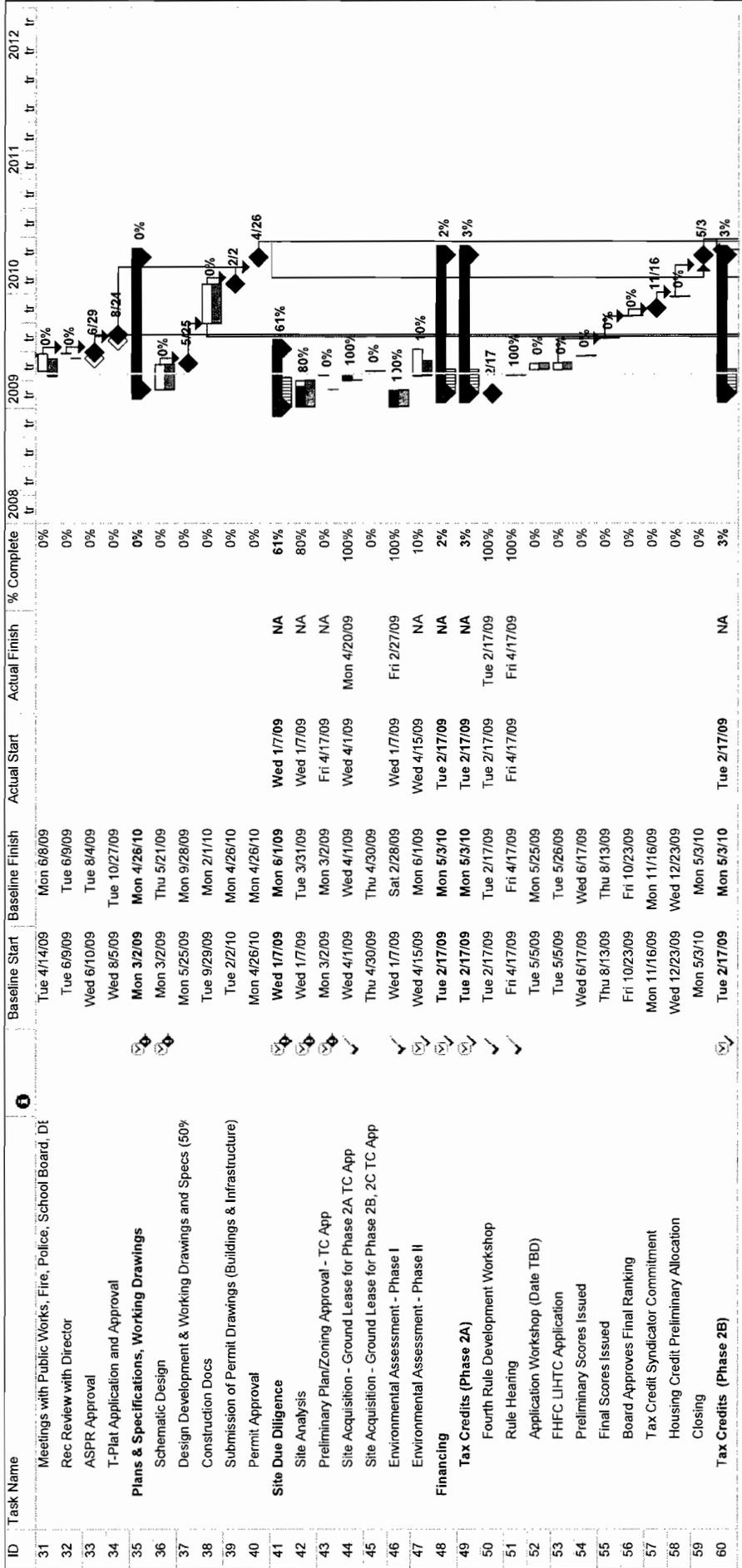
- a. Issues pending from prior periods
  - None
- b. Prior issues resolved this period
  - Regarding the ASPR and Zoning Variance the Development Team determined with MDPHA that an ASPR will be pursued for Sector IV, and Zoning Variances for Sectors III and Carver.
- c. New issues
  - None

ID	Task Name	Baseline Start	Baseline Finish	Actual Start	Actual Finish	% Complete	2008	2009	2010	2011	2012
1	SCOTT/CARVER HOPE VI PHASE II PROGRAM	Mon 3/17/08	Mon 12/10/12	Mon 3/17/08		19%					
2	Predevelopment Activities	Mon 3/17/08	Wed 12/3/08	Mon 3/17/08	Tue 12/30/08	100%					
3	MDHA Issues RFQ for Development Partner	Mon 3/17/08	Mon 3/17/08	Mon 3/17/08	Mon 3/17/08	100%					
4	MDHA Procures Development Partner	Tue 7/1/08	Tue 7/1/08	Tue 7/1/08	Tue 7/1/08	100%					
5	MDHA's Master Developer Negotiation	Tue 9/2/08	Mon 10/27/08	Mon 9/15/08	Fri 11/7/08	100%					
6	Developer Execution of MDA	Mon 10/27/08	Mon 10/27/08	Fri 11/7/08	Fri 11/7/08	100%					
7	MDHA's Board of Commissioners Approval	Tue 10/28/08	Wed 12/3/08	Mon 11/10/08	Tue 12/16/08	100%					
8	MDA Execution	Sat 12/13/08	Sat 12/13/08	Tue 12/30/08	Tue 12/30/08	100%					
9	Master Planning / Community Engagement	Tue 10/28/08	Fri 5/1/09	Mon 11/10/08	NA	70%					
10	Master Planning - Initial	Tue 10/28/08	Thu 12/18/08	Mon 11/10/08	Mon 11/10/08	100%					
11	Begin community / charrette process (HOPE VI MEETING)	Thu 11/13/08	Thu 11/13/08	Thu 12/18/08	Thu 12/18/08	100%					
12	Community Design / Charette Meeting	Thu 12/18/08	Thu 12/18/08	Wed 1/7/09	Sat 1/10/09	100%					
13	HOPE VI MEETING	Thu 1/15/09	Thu 1/15/09	Thu 1/15/09	Thu 1/15/09	100%					
14	HOPE VI MEETING	Thu 2/19/09	Thu 2/19/09	Thu 2/19/09	Thu 2/19/09	100%					
15	Community Design / Charette Meeting Follow-Up	Sat 2/21/09	Sat 2/21/09	Sat 2/21/09	Sat 2/21/09	100%					
16	HOPE VI MEETING	Thu 3/19/09	Thu 3/19/09	Thu 3/19/09	Thu 3/19/09	100%					
17	Present Design Concept / Master Plan to Community	Sat 3/21/09	Sat 3/21/09	Thu 3/25/09	Thu 3/25/09	100%					
18	Concept Plan to MDPHA	Mon 3/23/09	Mon 3/23/09	Thu 4/2/09	Thu 4/2/09	100%					
19	Concept Plan Review and Approval	Fri 4/3/09	Thu 4/30/09	Fri 4/3/09	NA	60%					
20	Community and Supportive Services	Wed 10/1/08	Wed 11/28/12	Mon 11/10/08	NA	13%					
21	Urban Strategies Services Mobilization Activities	Wed 10/1/08	Tue 2/17/09	Mon 11/10/08	Tue 3/17/09	100%					
22	Develop Preliminary CSS Work Plan	Fri 12/12/08	Fri 1/30/09	Tue 12/30/08	Fri 2/13/09	100%					
23	Develop Final CSS Work Plan	Wed 2/18/09	Fri 4/3/09	Fri 2/13/09		50%					
24	Final CSS Plan Submitted to MDHA / HUD	Mon 3/23/09	Mon 3/23/09			0%					
25	Implement Case Management/Services	Thu 3/26/09	Wed 1/28/12			0%					
26	Bi-Weekly MDHA/Developer, Community & Resident Meetings	Thu 2/5/09	Thu 12/27/12	Wed 1/7/09	Wed 1/7/09	10%					
27	Phase Ila and Iib Rental Family	Wed 1/7/09	Fri 6/15/12	Wed 1/7/09		5%					
28	ASPR/Zoning (Phases 2A + 2B)	Fri 4/3/09	Tue 10/27/09	Thu 4/30/09	Thu 4/30/09	1%					
29	Preliminary Filing	Fri 4/3/09	Mon 4/13/09	Thu 4/30/09		100%					
30	Preliminary Notices Issued	Tue 5/12/09	Tue 5/12/09			0%					

Split  
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 Baseline Split  
 Critical  
 Critical Split  
 Critical Progress  
 Task

Project Summary  
 External Tasks  
 External Milestone  
 Deadline

13



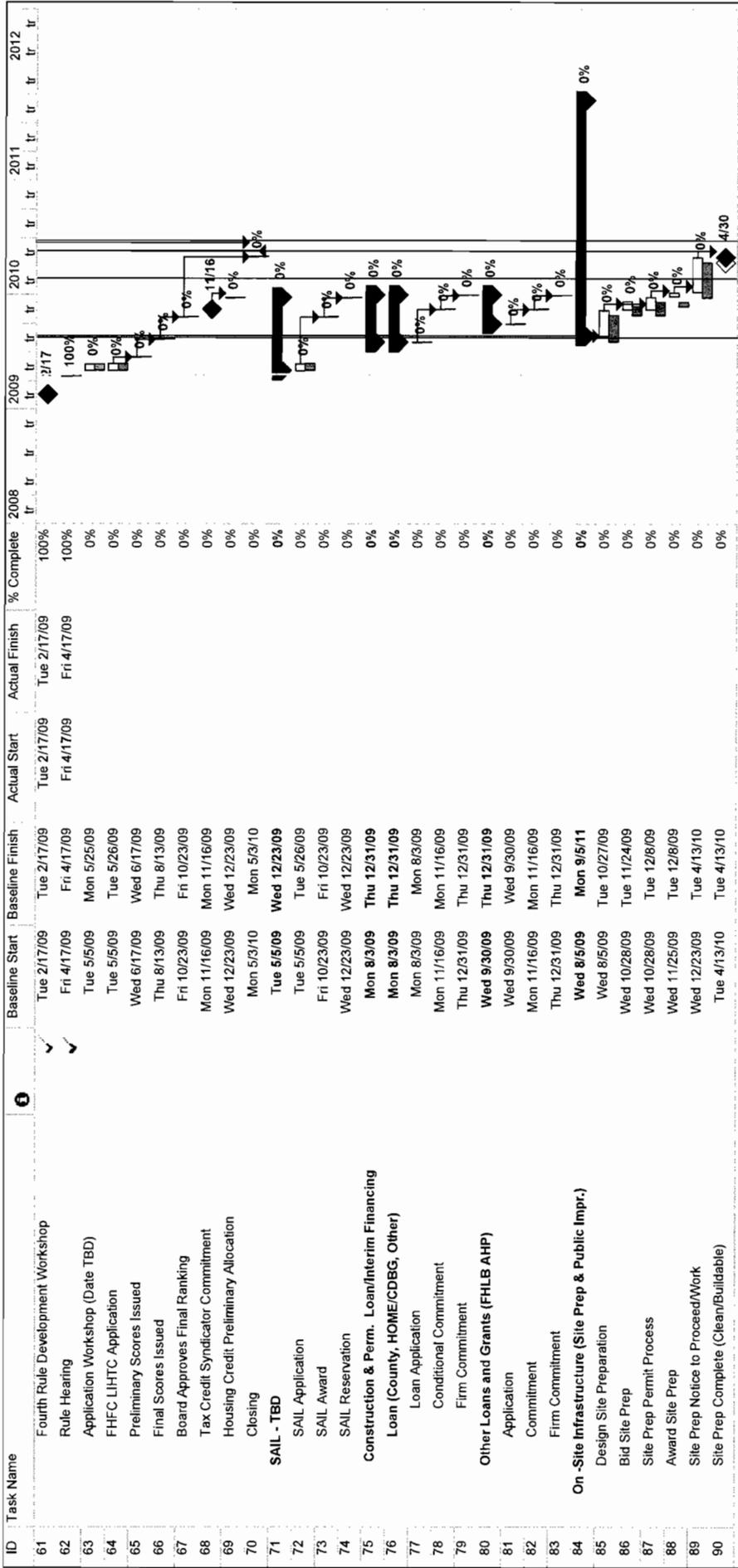
Project: Scott Carver  
Date: Mon 4/20/09

Legend:

- Project Summary
- External Tasks
- External Milestone
- Deadline
- Baseline Milestone
- Milestone
- Summary Progress
- Summary
- Split
- Task Progress
- Baseline
- Baseline Split
- Critical
- Critical Split
- Critical Progress
- Task

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ID	Task Name	Baseline Start	Baseline Finish	Actual Start	Actual Finish	% Complete
61	Fourth Rule Development Workshop	Tue 2/17/09	Tue 2/17/09	Tue 2/17/09	Tue 2/17/09	100%
62	Rule Hearing	Fri 4/17/09	Fri 4/17/09	Fri 4/17/09	Fri 4/17/09	100%
63	Application Workshop (Date TBD)	Tue 5/5/09	Mon 5/25/09			0%
64	FHFC LIHTC Application	Tue 5/5/09	Tue 5/26/09			0%
65	Preliminary Scores Issued	Wed 6/17/09	Wed 6/17/09			0%
66	Final Scores Issued	Thu 8/13/09	Thu 8/13/09			0%
67	Board Approves Final Ranking	Fri 10/23/09	Fri 10/23/09			0%
68	Tax Credit Syndicator Commitment	Mon 11/16/09	Mon 11/16/09			0%
69	Housing Credit Preliminary Allocation	Wed 12/23/09	Wed 12/23/09			0%
70	Closing	Mon 5/3/10	Mon 5/3/10			0%
71	<b>SAIL - TBD</b>	Tue 5/5/09	Wed 12/23/09			0%
72	SAIL Application	Tue 5/5/09	Tue 5/26/09			0%
73	SAIL Award	Fri 10/23/09	Fri 10/23/09			0%
74	SAIL Reservation	Wed 12/23/09	Wed 12/23/09			0%
75	Construction & Perm. Loan/Interim Financing	Mon 8/3/09	Thu 12/31/09			0%
76	Loan (County, HOME/CDBG, Other)	Mon 8/3/09	Thu 12/31/09			0%
77	Loan Application	Mon 8/3/09	Mon 8/3/09			0%
78	Conditional Commitment	Mon 11/16/09	Mon 11/16/09			0%
79	Firm Commitment	Thu 12/31/09	Thu 12/31/09			0%
80	Other Loans and Grants (FHLC AHP)	Wed 9/30/09	Thu 12/31/09			0%
81	Application	Wed 9/30/09	Wed 9/30/09			0%
82	Commitment	Mon 11/16/09	Mon 11/16/09			0%
83	Firm Commitment	Thu 12/31/09	Thu 12/31/09			0%
84	<b>On-Site Infrastructure (Site Prep &amp; Public Impr.)</b>	Wed 8/5/09	Mon 9/5/11			0%
85	Design Site Preparation	Wed 8/5/09	Tue 10/27/09			0%
86	Bid Site Prep	Wed 10/28/09	Tue 11/24/09			0%
87	Site Prep Permit Process	Wed 10/28/09	Tue 12/8/09			0%
88	Award Site Prep	Wed 11/25/09	Tue 12/8/09			0%
89	Site Prep Notice to Proceed/Work	Wed 12/23/09	Tue 4/13/10			0%
90	Site Prep Complete (Clean/Buildable)	Tue 4/13/10	Tue 4/13/10			0%

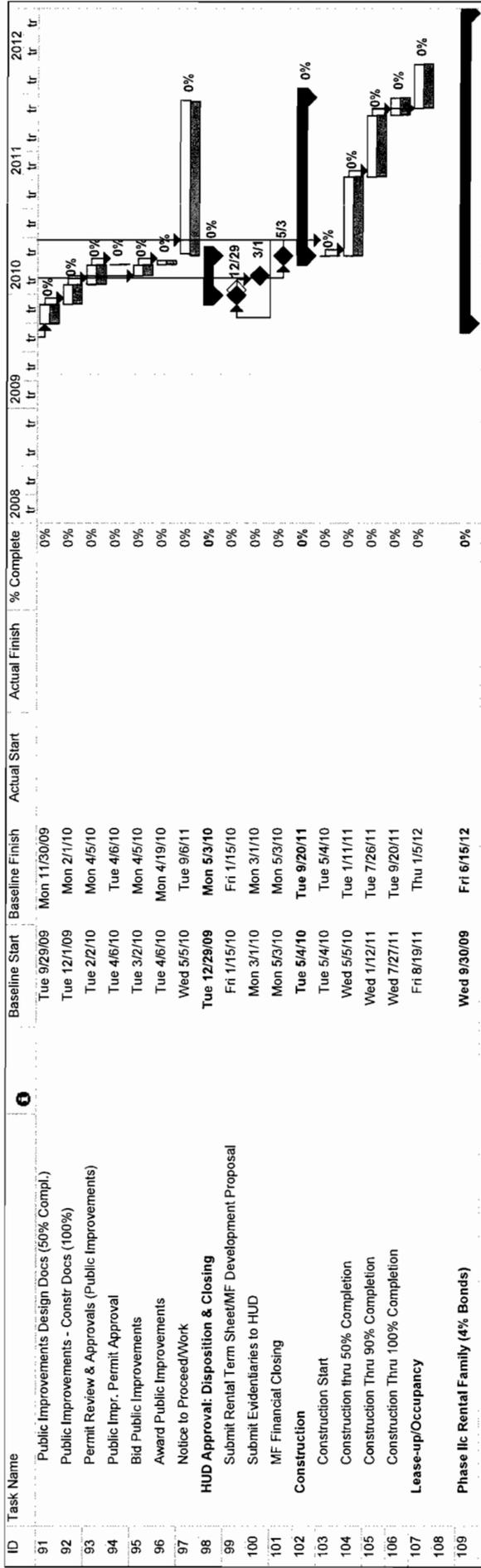
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Project Summary  
 External Tasks  
 External Milestone  
 Deadline

Baseline Milestone  
 Milestone  
 Summary Progress  
 Summary

Project: Scott Carver  
Date: Mon 4/20/09

15



Project: Scott Carver  
Date: Mon 4/20/09

Critical  
 Critical Split  
 Critical Progress  
 Task

Split  
 Task Progress  
 Baseline  
 Baseline Split

Baseline Milestone  
 Milestone  
 Summary Progress  
 Summary

Project Summary  
 External Tasks  
 External Milestone  
 Deadline

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Site #	Development Name	MDC Com. District	Description of Job					Comments
			Lighting	Intercom Systems	Cameras	Security Gates	Fencing	
110	Gwen Cherry #06	3	Complete					
110	Gwen Cherry #20	3	Complete					
110	Gwen Cherry #22	3	Complete	Complete				
110	Lemon City	3			Complete			
110	New Haven	3						Camera work awaiting contract
110	Newberg Warehouse	3			Complete			
120	Ward Towers	3	Complete		Complete			Intercom system work began on 5/4
121	Ward Towers ALF	3				Complete		Intercom system work began on 5/4
130	Emmer Turnkey	3		Complete		Complete		
130	Emmer Turnkey	3						Camera work pending
130	Kline Nunn	2			Complete			
130	Little River Plaza	2			Complete			
130	Peters Plaza	3						Camera work awaiting contract
140	Annie Coleman	3			Complete			Building of cameras complete; pending some FPL issues before operational
150	Palm Towers	2			Complete			
150	Palmetto Gardens	13						Camera work in permitting stage; intercom work pending
150	Twin Lakes	2						Camera work in permitting stage
160	Opa Locka Elderly	1						
170	Liberty Square	2						All work in progress
170	Model Cities	2						Camera work awaiting contract
180	Edison Courts	3						Fencing work pending
180	Edison Park	3						Fencing work pending
180	Edison Plaza	3			Complete			
190	Model Cities	2	Complete				Complete	
190	Victory Homes	3						Fencing work pending
210	Gwen Cherry #23	3						Lighting and camera work pending
210	Rainbow Village	3	Complete					Cameras, fencing work is pending
210	Town Park	3						Camera work pending
210	Wynwood Elderly	3			Complete			Security gates pending
220	Culmer Gardens	3						Camera work pending
221	Jack Orr	5		Complete				Lighting and camera work pending
221	Park Side I & II	5						Camera work pending

Miami-Dade Public Housing Agency  
 Safety Security Status Report - Region 1

230	Phyllis Wheatley	3			Complete			Lighting work pending quotes
231	Helen Sawyer	3			Complete			Lighting work pending
232	Claude Pepper	3			Complete			Lighting work pending
240	Haley Sofge	5	Complete		Complete			
240	Martin Fine Villas	5	Complete		Complete			
241	Robert King High	5						Cameras in progress; lighting work pending
250	Abe Arronovitz	3						Camera work pending
250	Dante Fascell	3			Complete			
260	Three Round Towers	3	Complete					Camera work pending
270	Jose Marti	5	Complete		Complete			
270	Little Havana Homes	5	Complete					
270	Smathers Plaza	7	Complete					Camera work pending
280	Harry Cain	5	Complete		Complete			
280	Medvin	5						Cameras, fencing and security gates pending
291	Gwen Cherry #08	3						Lighting being installed by FPL; cameras, security gates and fencing pending
291	Gwen Cherry #12	3						Lighting, cameras, security gates and fencing pending
291	Gwen Cherry #13	3	Complete					Cameras, fences, and security gates pending
291	Gwen Cherry #14	3						Lighting being installed by FPL; cameras, security gates and fencing pending
291	Gwen Cherry #15	3						Lighting, cameras, security gates and fencing pending
291	Gwen Cherry #16	3	Complete					Cameras, fences, and security gates pending
310	Grove Homes	7						Camera work pending
310	Stirrup Plaza	7						Reviewing quotes for camera work, lighting in progress, fencing pending
311	South Miami	6						Reviewing quotes for camera work
311	South Miami Plaza	6						Lighting and intercom systems pending, reviewing quotes for camera work.
320	Biscayne Plaza	8						Reviewing quotes for camera work
320	Heritage 1	9						Intercom systems pending
320	Modello	8						Lighting, cameras, and fencing work pending
320	Wayside	8						Fencing work pending
330	Fla City Family	9						Lighting and camera work pending
330	Fla City Gardens	9						Cameras and intercom systems pending
330	Homestead East	9						Lighting and camera work pending; issuing notice to proceed for fencing work.
330	Homestead Village	9						Camera work pending
330	W Homestead Gardens	9						Lighting work pending
340	FHA Scattered	9						Lighting work pending

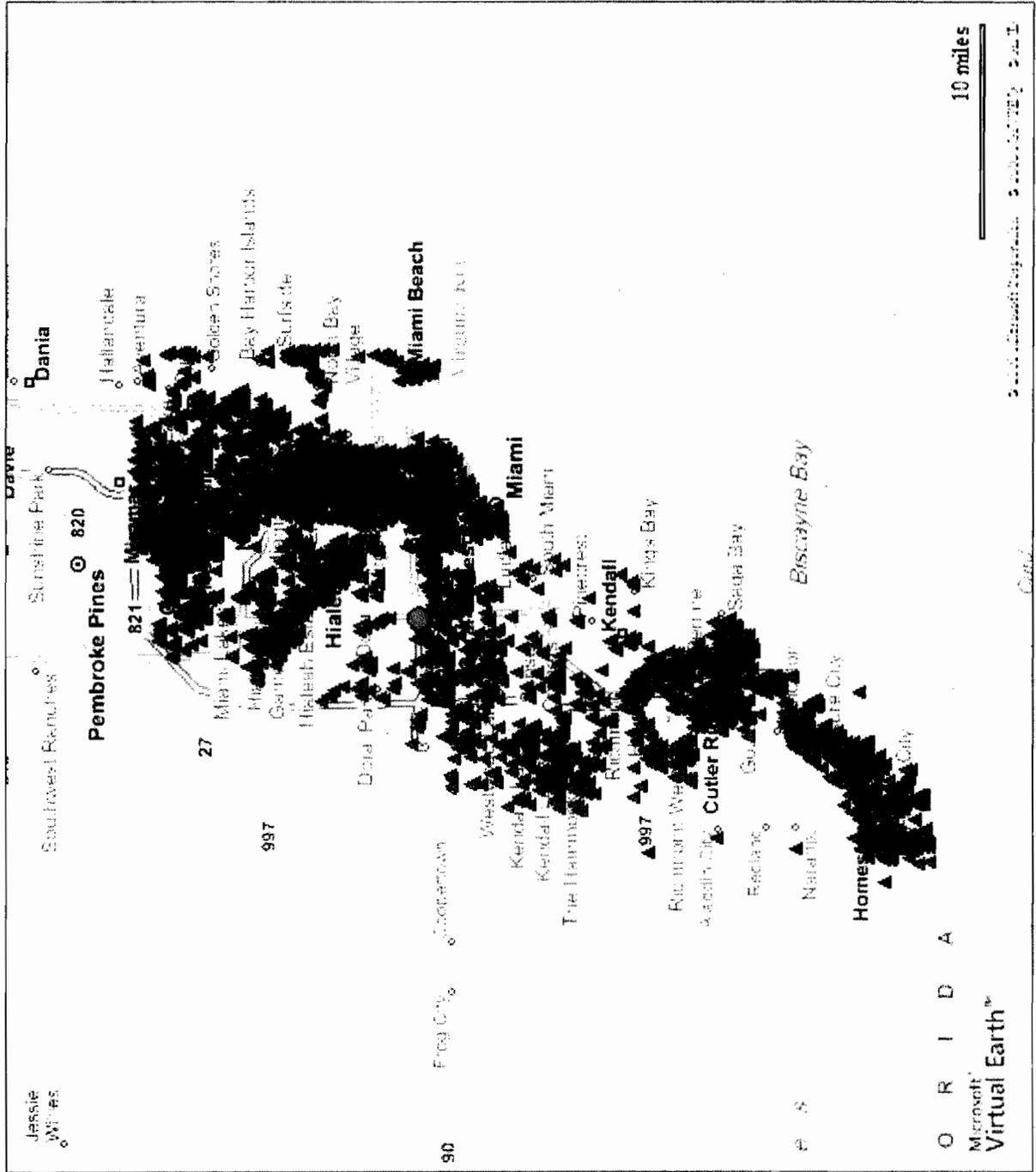
**Miami-Dade Public Housing Agency  
Safety Security Status Report - Region 1**

340	Perrine Gardens	9					Lighting and camera work pending; security gates and intercom systems in progress
340	Perrine Rainbow	9					Lighting work pending
340	Perrine Villas	9					Cameras pending; security gates and intercom systems in progress
340	Richmond Homes	9					Camera work pending
351	Moody Gardens	9					Camera work pending
351	Moody Village	9					Camera work pending
351	Naranja	9					Lighting and camera work pending
351	Pine Island 1	9					Camera work pending
351	Pine Island 2	9					Camera work pending
361	Arthur Mays Village	9					Lighting in progress; camera work pending
361	Goulds	9					Lighting work pending
361	Goulds Plaza	9					Reviewing quotes for camera work
361	Southridge 1	9					Camera work pending
361	Southridge 2	9					Camera work pending

# Reference Slide - Quadrant Delineations



# Comprehensive View of Miami – Dade County Area

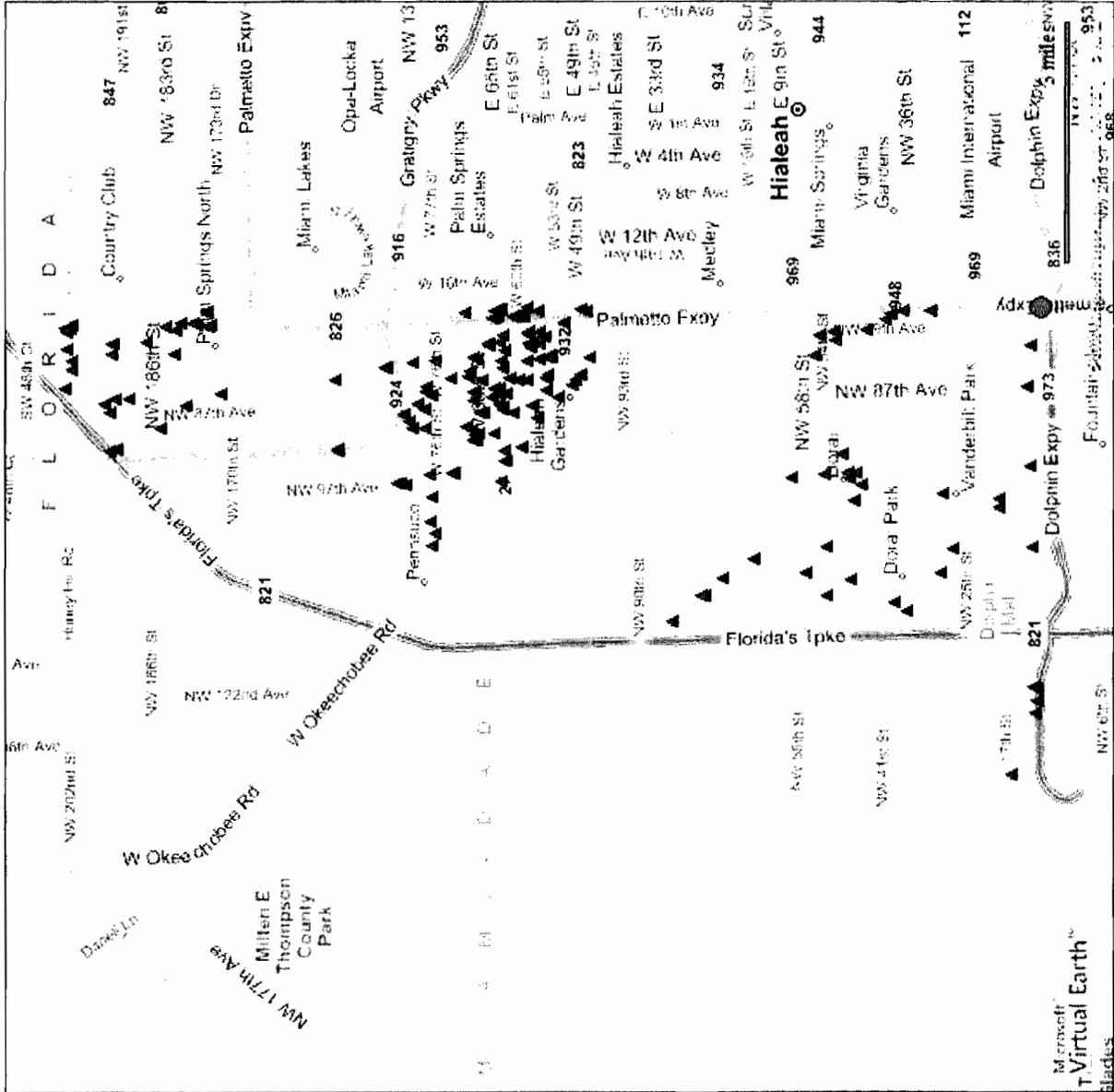


# NE Quadrant – 6804 Addresses / 49.6% of Total

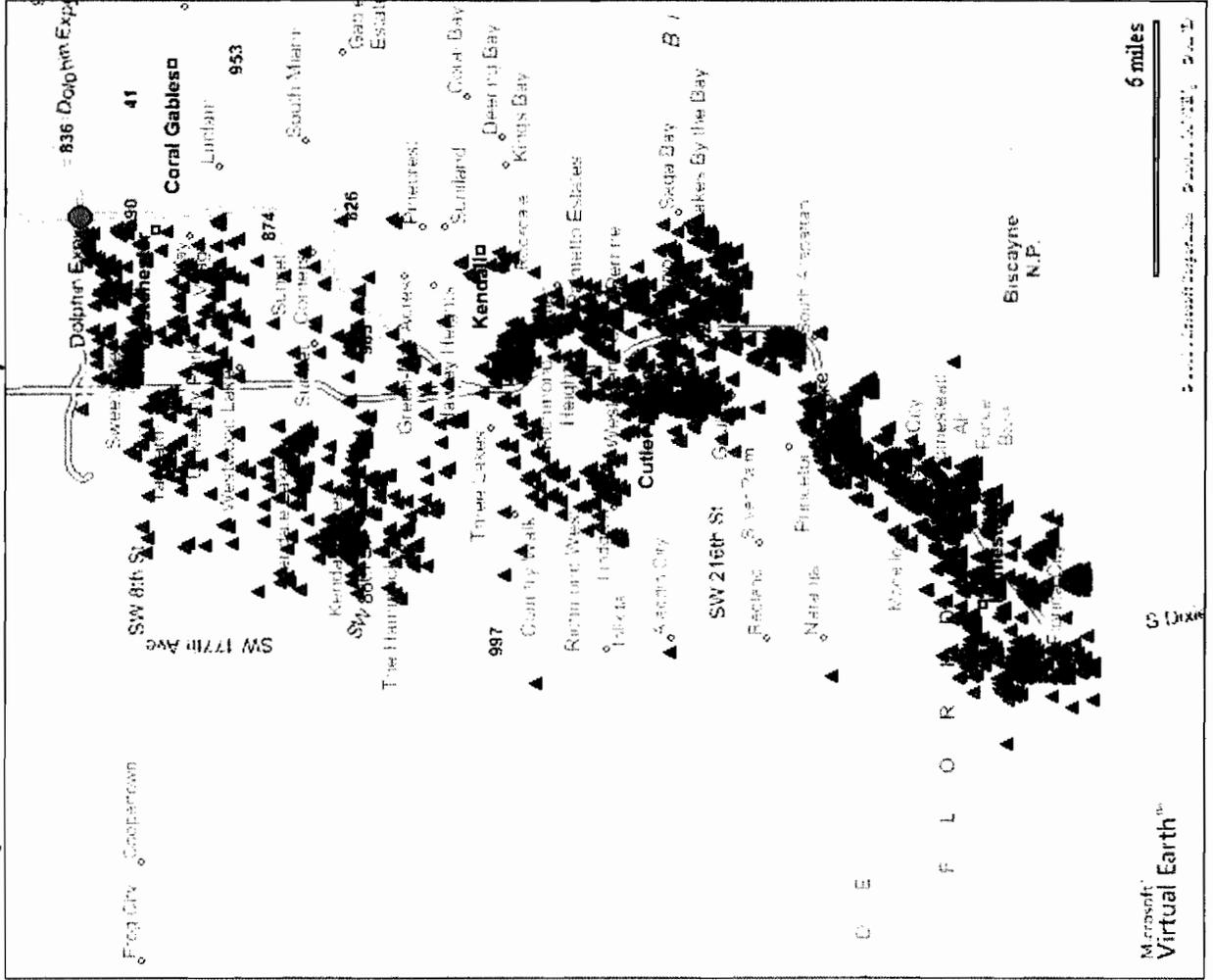




# NW Quadrant - 617 Addresses / 4.5% of Total



# SW Quadrant – 3897 Addresses / 28.4% of Total



25



FLORIDA QUADEL 

Quadel is an established management consulting firm specializing in providing training, consulting, and direct management services to the affordable housing industry for low-income families.

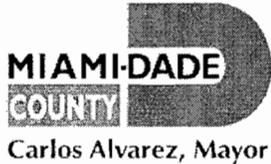
Florida Quadel is continuously seeking staff to support the Miami Dade Housing Choice Voucher Program. For more information on available positions, including specific duties and responsibilities, please visit the Quadel website.

Career Opportunities may be found by clicking on "Career Opportunities" on the upper right hand corner of the Quadel website. In order to give full consideration to current MDPHA employees, please submit your resume and cover letter via the Quadel website at:

**[www.quadel.com](http://www.quadel.com)**



## Exhibit H



**Public Housing Agency  
Housing Choice Voucher Program**  
Florida Quadel, Contractor  
P.O. Box 521750  
Miami, FL 33152-1750  
T 305-403-3222 F 305-629-1032  
TDD/TTY Florida Relay Service,  
800-955-8771 or Dial 711  
[miamidade.gov](http://miamidade.gov)

May 1, 2009

Dear Landlord:

During the months of May and June, the Miami-Dade Housing Choice Voucher Program will host a series of Landlord/Owner Information Sessions throughout the County aimed at providing participating and interested Landlords with valuable information about leasing properties under the Housing Choice Voucher Program. This is a first in a series of workshops designed to help inform current and potential landlords about the Miami-Dade Housing Choice Voucher Program and new management practices.

Workshops will be held at libraries throughout Miami-Dade County. On the next page is a complete schedule of Landlord Information Sessions with locations, dates, times, and RSVP information. You need only to attend one workshop. You may register for the workshop nearest you by calling the Miami-Dade Housing Choice Voucher Program Landlord/Owner Information Session RSVP line at (305)722-1914. It is important to know that you must register in advance to attend a workshop.

If you are unable to attend, please go to the Miami-Dade Public Housing Agency, 1401 NW 7 Street, Miami, FL 33125 or the Miami-Dade Housing Choice Voucher program office, 7415 Corporate Center Drive, Suite C, Miami, FL 33126 to obtain a copy of the owner's manual, "Reference Manual For Property Owners and Managing Agents," also available in Spanish and Creole.

Sincerely,

William Riley  
Program Director  
Miami Dade Housing Choice Voucher Program  
Florida Quadel, Contractor

*Delivering Excellence Every Day*

## Miami-Dade Housing Choice Voucher Program

### Landlord/Owner Information Sessions

**Please call to RSVP for one session of your choice at 305-722-1914**

LOCATION	DATE	TIME	RSVP DEADLINE
<b>North Dade Regional Library</b> 2455 NW 183 Street Carol City, FL 33056	<b>Thursday, May 14, 2009</b>	5 to 7 pm	May 7, 2009
<b>West Kendall Regional Library</b> 10201 Hammocks Boulevard Miami, FL 33196	<b>Wednesday, May 20, 2009</b>	5 to 7 pm	May 13, 2009
<b>North Central Branch Library</b> 9590 NW 27 Avenue Miami, FL 33147	<b>Thursday, May 28, 2009</b>	5 to 7 pm	May 21, 2009
<b>Sunny Isles Beach City Hall Chambers</b> Sponsored by the Library 17070 Collins Avenue Ste 250 Sunny Isles Beach, FL 33160-3635	<b>Tuesday, June 2, 2009</b>	5 to 7 pm	May 26, 2009
<b>Main Library</b> 101 W. Flagler Street Miami FL 33130	<b>Thursday, June 4, 2009</b>	5 to 7 pm	May 28, 2009
<b>Miami Lakes/Palm Springs North Library</b> 6699 Windmill Gate Road Miami Lakes, FL 33014	<b>Tuesday, June 9, 2009</b>	6 to 8 pm	June 2, 2009
<b>South Dade Regional Library</b> 10750 SW 211 Street Miami, FL 33189	<b>Thursday, June 11, 2009</b>	5 to 7 pm	June 4, 2009
<b>Fairlawn Branch Library</b> 6376 SW 8 <sup>th</sup> Street Miami, FL 33144	<b>Tuesday, June 16, 2009</b>	5 to 7 pm	June 9, 2009
<b>International Mall Branch Library</b> 10315 NW 12 <sup>th</sup> Street Miami, FL 33172	<b>Wednesday, June 17, 2009</b>	5 to 7 pm	June 10, 2009
<b>Coral Gables Sub-Regional Library</b> 3443 Segovia Street Coral Gables, FL 33134	<b>Thursday, June 18, 2009</b>	5 to 7 pm	June 11, 2009
<b>Model City Branch Library</b> 2211 NW 54 <sup>th</sup> Street Miami, FL 33142	<b>Tuesday, June 23, 2009</b>	4 to 5:30 pm	June 16, 2009
<b>West Dade Regional Library</b> 9445 Coral Way Miami, FL 33166	<b>Wednesday, June 24, 2009</b>	5 to 7 pm	June 17, 2009
<b>Naranja Branch Library</b> 27056-60 S. Dixie Highway Miami, FL 33032	<b>Tuesday, June 30, 2009</b>	5 to 7 pm	June 23, 2009

**Please call to RSVP for one session of your choice at 305-722-1914**

Miami Dade Housing Choice Voucher Program does not discriminate based on race, sex, color, religion, marital status, national origin, disability, ancestry, sexual orientation, age, pregnancy or familial status in the access to, admissions to, or employment in housing programs or activities. If you need sign language, interpreter or materials in accessible format for this event, call 305-722-1914 at least five days in advance. TDD/TTY users may contact Florida Relay Service at 800-955-8771.

# MIAMI-DADE PUBLIC HOUSING AGENCY

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## MIAMI-DADE HOUSING CHOICE VOUCHER PROGRAM

### MONTHLY MANAGEMENT REPORT

April 2009

Exhibit I

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SECTION 1.0: MDHCV SUMMARY OF ACTIVITIES

Activity	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Total HCV Allocated	14,609													14,609
Total HCV Leased	13,605													13,605
% HCV Leased of Allocated	93.1%													93.1%
New Contracts	10													10
Total Participants Terminated	41													41
Total Vouchers Issued To New Applicants	169													169
Total Vouchers Issued To Transfers	289													289
Total Inspections Completed	955													955
Inspections: Overall Pass Rate	50.7%													50.7%
Total Rent Increases Completed	295													295
Total Reexaminations Completed	2,506													2,506
PIC Reporting Rate	NA													NA
Total HAP Expenditures (\$m)	\$10.6													\$10.6
Average HAP Payment (\$)	\$739.0													\$739.0
Total UAP Expenditures (\$k)	\$83.8													\$83.8
Average UAP Payment (\$)	\$52.0													\$52.0
Total Owner / Agents on Program	7,555													7,555
Total Participants Enrolled in FSS	0													0
Total HCV Families with Children Living in LP	739													739
% of HCV Families with Children Living in LP	13.2%													13.2%
Total Adker Decree leased on Program	1,347													1,347

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SECTION 2.0: LEASING

2.1 Leasing Rates

Leasing Status	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Total HCV Allocated	14,609												0	14,609
Total HCV Leased	13,605												0	13,605
Incoming Billable Ports	0												0	0
Total Leased and Administered	13,605												0	13,605
% Total Leased of Allocated	93.1%												0.0%	93.1%
Total Leasing Goal	NA												0	NA
% of Leasing Goal Achieved	NA												0.0%	NA

2.2 Adker Decree Leasing Rates

Adker Decree	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Total Leased	1,347												0	1,347
Portability Move Outs	0												0	0
Total Leased and Ported	1,347												0	1,347

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SECTION 3.0: INTAKE

3.1 Intake Activity for New Applicants

Intake Activity	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Non-Waiting List Applicants Invited	0												0	0
Waiting List Applicants Invited	0												0	0
Initial Interviews Scheduled	0												0	0
Initial Interviews Conducted	0												0	0
Determined Eligible	0												0	0
Vouchers Issued	0												0	0
RFTAs Received	Data was not available at the time of publication to separate RFTAs received into applicants vs. participants. All RFTAs received, therefore, are counted in 3.3, below.													
New Contracts	Data was not available at the time of publication to separate New Contracts into applicants vs. participants. All New Contracts, therefore, are counted in 3.3, below.													

3.2 Intake Activity for Adker Decree Applicants

Adker Intake Activity	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Vouchers Issued	169												0	169
RFTAs Received	Data was not available at the time of publication to separate RFTAs received into applicants vs. participants. All RFTAs received, therefore, are counted in 3.3, below.													
New Contracts	Data was not available at the time of publication to separate New Contracts into applicants vs. participants. All New Contracts, therefore, are counted in 3.3, below.													

3.3 Change-of-Dwelling Activity for Participants

COD Activity	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Change-of-Dwellings Requested	NA												0	NA
Determined Eligible	289												0	289
Vouchers Issued	305												0	305
RFTAs Received	383												0	383
New Contracts	10												0	10
Processed for Porting Out	9												0	9

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SECTION 4.0: SUCCESS RATES

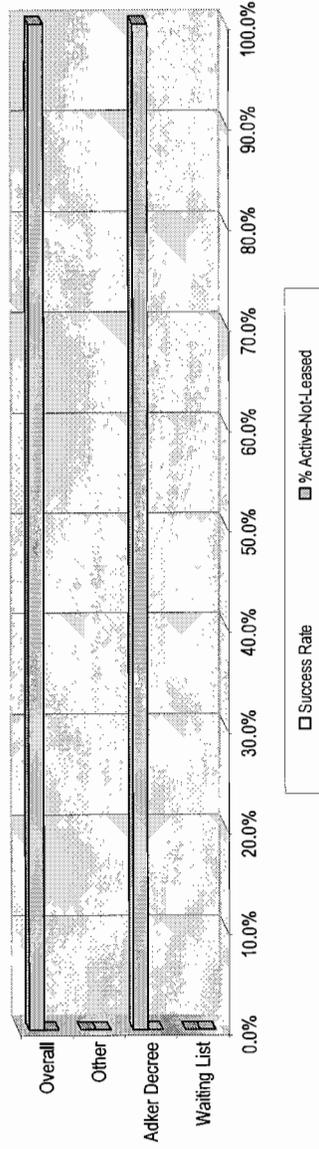
April 2009-September 2009

4.1 Success Rates by Type of Applicant -- Applicants With Outcomes (leased or the voucher expired) during the Period:\*\*

Please Note: Success Rates are calculated by dividing the number leased during the specified period by the number leased plus the number expired. The number issued, as shown below, includes all vouchers issued during the period regardless of whether or not leasing occurred. Applicants who are still searching or are in the leasing process are not included in this calculation.

Type of Mover	Number Issued	Active-Not-Leased	% Active-Not-Leased	Number Leased	% Leased of Issued	Expired /Cancelled	Success Rate
Waiting List	0	0	0.0%	0	0.0%	0	0.0%
Adker Decree	169	169	100.0%	0	0.0%	0	0.0%
Other	0	0	0.0%	0	0.0%	0	0.0%
<b>Overall</b>	<b>169</b>	<b>169</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>

Applicants by Tenant Type



SECTION 5.0: DECONCENTRATION

5.1 Housing Choice Voucher Families with Children Living in Low-Poverty Areas

Mover Activity	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Total HCY Families with Children	5,587												0	5,587
Moved during the Month	12												0	12
Moved to Low-Poverty Areas	1												0	1
% who Moved to Low-Poverty Areas	8.3%												0.0%	8.3%
Total Living in Low-Poverty Areas	739												0	739
% Living in Low-Poverty Areas	13.2%												0.0%	13.2%

Families with Children Living in Low-Poverty Areas

Living in Low-Poverty Areas%  
13.2%



Living Outside of Low-Poverty Areas%  
86.8%

% Living in Low-Poverty Areas     % Living Outside of Low-Poverty Areas

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**SECTION 6.0: SPECIAL PROGRAMS**

**NOTE:** The column to the far right in this section, and this section alone, is Inception-to-Date (ITD), rather than Year-to-Date (YTD). The Prior Period Adjustment column reflects the number of individuals enrolled in the respective programs as of April 1, 2009

**6.1 Family Self-Sufficiency (FSS) Program**

FSS Families	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	ITD
Total Enrolled	0												196	196
FSS Families with Escrow Balance	0												96	96
% With Escrow Balance	0.0%												49.0%	49.0%

**6.2 Homeownership Program**

Homeownership	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	ITD
Submitted an Application	0												NA	NA
Completed Counseling	0												NA	NA
Received Approval From a Bank	0												105	105
Closed on a House *	2												163	165

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SECTION 7.0: INSPECTIONS

7.1 HQS Enforcement of Life Threatening Violations

SEMAP Goal: Correct 100% of emergency violations within 24 hours or abate HAP by first of following month or notify tenant of intent to terminate within 24 hours.

Emergency Inspections & Results	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Initial Emergency Inspections	8												0	8
Unit Passed	4												0	4
<u>Owner Responsibility</u> : Abated	3												0	3
<u>Tenant Responsibility</u> : Notified Tenant of Intent to Term within 24 hrs	0												0	0
<u>Joint Responsibility</u> : Abated & Notified Tenant of Intent Term within 24 hrs	0												0	0
Unknown/Pending	1												0	1
Emergencies Addressed on Time	7												0	7
Percent Addressed on Time	87.5%												0.0%	87.5%

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7.2 HQS Enforcement of Fail Inspections

SEMAP Goal: Correct 98% of HQS fail inspections within 30 days or abate HAP by first of following month.

HQS Fail Inspections	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Units Failing HQS Inspections	537												0	537
Corrected within 30 Days, Abated, or Approved Extensions	NA												0	NA
Percent Addressed on Time	NA												0.0%	NA

**SECTION 7.0: INSPECTIONS**

**7.3 Annual Inspections**

SEMAP Goal: Complete at least 96% of annual inspections within 12 months of prior inspection.

Annuals	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Total Due	639												0	639
Inspections Completed On Time	464												0	464
Percent in Compliance	72.6%												0.0%	72.6%

**7.4 Quality Control Inspections**

SEMAP Goal: Complete QC Inspections for the fiscal year.

Quality Control Rating of HQS Inspections	April - June	July - September	October - December	January - March	Prior Period Adj.	YTD
Total QC Inspections Completed	2				0	2
Total QC Inspections Passed	2				0	2
Percent Pass QC Inspection	100.0%				0.0%	100.0%

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**7.5 Processing Timeframes for Abatelements**

Abatement Activities	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Total Abatelements Lifted	NA												0	NA
# Lifted within 3 business days of Pass	NA												0	NA
Percent in Compliance	NA												0.0%	NA

SECTION 7.0: INSPECTIONS

7.6 Inspections Workload & Pass Rate

Inspection Type & Result	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
<b>Total Attempted</b>	1,089												0	1,089
<b>No-Entry Fails</b>	134												0	134
Annuals	464												0	464
Annual Re-Inspects	149												0	149
New/COD	257												0	257
New/COD Re-Inspects	60												0	60
Complaints	15												0	15
Emergency	8												0	8
Quality Control	2												0	2
Other	0												0	0
<b>Total Completed</b>	955												0	955
Annuals	248												0	248
Annual Re-Inspects	116												0	116
New/COD	126												0	126
New/COD Re-Inspects	49												0	49
Complaints	7												0	7
Emergency	4												0	4
Quality Control	2												0	2
Other	0												0	0
<b>Total Passed</b>	552												0	552
Annuals	53.4%												0.0%	53.4%
Annual Re-Inspects	77.9%												0.0%	77.9%
New/COD	49.0%												0.0%	49.0%
New/COD Re-Inspects	81.7%												0.0%	81.7%
Complaints	46.7%												0.0%	46.7%
Emergency	50.0%												0.0%	50.0%
Quality Control	100.0%												0.0%	100.0%
Other	0.0%												0.0%	0.0%
<b>Total % Passed (of Completed)</b>	<b>57.8%</b>												<b>0.0%</b>	<b>57.8%</b>
<b>Total % Passed (of Attempted)</b>	<b>50.7%</b>												<b>0.0%</b>	<b>50.7%</b>

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SECTION 8.0: REEXAMINATION ACTIVITY

8.1 Reexamination Activity

Reexaminations	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Annual Reexaminations Due	NA												0	NA
Annual Reexaminations Completed	NA												0	NA
% Complete on Time	NA												0.0%	NA
Total Reexaminations Processed*	2,506												0	2,506

\*Includes Interim Reexaminations, etc.

8.2 PIH Information Center (PIC)\*

Public & Indian Housing Information Center (PIC) Data	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Submitted in PIC	NA												0	NA
Missing/Outdated in PIC	NA												0	NA
VMS Required in PIC	NA												0	NA
PIC Reporting Rate	NA												0	NA

\*As the result of HUD updates to PIC in early May, 2009, PIC information for April 2009 was unavailable at the time of the publication of this report.

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SECTION 9.0: CUSTOMER SERVICE

9.1 Call Center Metrics

Call Center Metrics	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Calls Offered	19,824												0	19,824
Calls Answered	19,416												0	19,416
Calls Abandoned	408												0	408
Abandonment Rate	2.06%												0	2.06%
Average Time-to-Answer	0:00:24												0	0:00:24
Average Talk Time	0:05:31												0	0:05:31
Service Level*	83.87%												0	83.87%

\*Percent of calls answered within 20 seconds

9.2 Walk-Ins, Appointments, & Briefings

In-Person Interaction	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Total Walk-Ins	2,202												0	2,202
Total Appointments Held	601												0	601
Adler Briefing Attendance	169												0	169
Other Briefing Attendance	50												0	50
Total In-Person Interaction	3,022												0	3,022

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SECTION 10.0: FINANCIAL INFORMATION

10.1 Total HAP & UAP Expenditures

HAP/UAP	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
HAP Expenditures (\$m)	\$10.6												\$0.0	\$10.6
UAP Expenditures (\$k)	\$83.8												\$0.0	\$83.8
Total HAP/UAP Expenditures	\$10.7												\$0.0	\$10.7
Authorized HAP/UAP	NA												NA	NA
HAP Utilization (%)	NA												NA	NA

10.2 Average HAP & UAP Payments

Average HAP/UAP	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Average HAP (\$)	\$739												\$0	\$739
Average UAP (\$)	\$52												\$0	\$52
Average HAP - 1 Bedroom (\$)	\$598												\$0	\$598
Average HAP - 2 Bedroom (\$)	\$694												\$0	\$694
Average HAP - 3 Bedroom (\$)	\$885												\$0	\$885
Average HAP - 4 Bedroom (\$)	\$1,045												\$0	\$1,045

10.3 Check-Run & Payee Information

Check-Runs	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	YTD
Monthly Check-Run (\$m)	\$10.4												\$0	\$10.4
Interim Check-Run (\$m)	\$0.3												\$0.0	\$0.3
Total HAP/UAP Expenditures (\$m)	\$10.7												\$0.0	\$10.7
ACH (Direct Deposit) Payments	2,596												0	2,596
Check Payments	4,959												0	4,959
% by Direct Deposit	34.4%												0.0%	34.4%

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SECTION 11.0: FILE TRANSITION

11.1 File Transition by Reexamination Date\*

Tenant Files	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Prior Period Adj.	Total
Total Files Listed	-	-	-	1,158	1,530	1,909	1,636	1,889	1,123	845	-	-	23	10,113
Total Files Missing	-	-	-	112	140	205	330	270	194	67	-	-	43	1,361
Total Files Received	-	-	-	1,046	1,390	1,704	1,306	1,619	929	778	-	-	(20)	8,752
Missing %	NA	NA	NA	9.7%	9.2%	10.7%	20.2%	14.3%	17.3%	7.9%	NA	NA	NA	13.5%
Files Checked-Out by MDPHA	-	-	-	38	8	79	9	42	7	2	-	-	-	185
Total Files On-Hand	-	-	-	1,008	1,382	1,625	1,297	1,577	922	776	-	-	(20)	8,567

\*The Prior Period Adjustment column includes 23 files received that did not have reexamination dates falling in the months of July, August, September, October, November, December, or January. It also includes 43 instances of a file that was listed twice, with different reexamination months, on the files received from MDPHA.

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SECTION 12.0: DEMOGRAPHICS OF MDHCV FAMILIES

12.1 Demographics of Households

Demographic Profile	Heads of Household		Other Household Members		All Members Total
	Apr-09	May-09	Apr-09	May-09	
<b>Elderly/Non-elderly</b>					
Age 62 and over	4,582	NA	856	NA	5,438
Under Age 62	9,023	NA	20,093	NA	29,116
<b>TOTAL</b>	<b>13,605</b>	<b>NA</b>	<b>20,949</b>	<b>NA</b>	<b>34,554</b>
<b>Disabled</b>	5,954		2,590		8,544
<b>Race</b>					
White	6,493	NA	5,555	NA	12,048
Black	7,088	NA	15,354	NA	22,442
Others	24	NA	40	NA	64
<b>TOTAL</b>	<b>13,605</b>		<b>20,949</b>		<b>34,554</b>
<b>Ethnicity</b>					
Hispanic	6,695	NA	5,746	NA	12,441
Non-Hispanic	6,910	NA	15,203	NA	22,113
<b>TOTAL</b>	<b>13,605</b>		<b>20,949</b>		<b>34,554</b>
<b>Bedroom Breakdown</b>					
0 Bedroom	44	NA			
1 Bedroom	3,785	NA			
2 Bedroom	4,467	NA			
3 Bedroom	4,065	NA			
4 Bedroom	1,119	NA			
5+ Bedroom	125	NA			
<b>TOTAL</b>	<b>13,605</b>				
Average Contract Rent	\$1,010	NA			
Average HAP	\$790	NA			
Average TTP	\$315	NA			
Avg Gross Annual Income	\$16,152	NA	\$11,454	NA	
Avg Adj Annual Income (Total Household)	\$11,714	NA			
Percentage With Wage Income	24%	NA	5%	NA	
Percentage Non-Elderly With Wage Income	34%	NA	3%	NA	
Low Income (<80% of median)	775	NA			
Very Low Income (<50% of median)	2,649	NA			
Extremely Low Income (<30% of median)	10,066	NA			
Unknown/Pending	115	NA			
<b>TOTAL</b>	<b>13,605</b>				

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## SECTION 13.0: METHODOLOGY

### GENERAL INFORMATION

THE INFORMATION CONTAINED IN THIS REPORT IS INTENDED TO BE AS CURRENT AS POSSIBLE AS OF THE DUE DATE. THEREFORE, DATA INCLUDED IN THIS REPORT THAT IS GENERATED FROM THE SYSTEM-OF-RECORD IS PULLED BETWEEN 1PM AND 2PM ON THE BUSINESS DAY THAT PRECEDES THAT CALENDAR DAY THAT THE REPORT IS DUE.

“NA” APPEARS THROUGHOUT THE REPORT, MEANING “NOT AVAILABLE”. THIS NOTATION IS USED WHERE INFORMATION WAS NOT AVAILABLE AS OF THE DATE OF REPORT PUBLICATION, OR WHERE THE FIELD BEING REPORTED OTHERWISE DID NOT APPLY FOR THE PERIOD BEING REPORTED. FOR FIELDS THAT ARE UNDEFINED, I.E. THAT WILL NEVER BE REPORTED, THE AREA WHERE THAT INFORMATION WOULD APPEAR IS SHADED IN GRAY.

MOST OR ALL SECTIONS INCLUDE A COLUMN FOR PRIOR PERIOD ADJUSTMENTS. THIS IS USED TO CAPTURE THE NET IMPACT OF ANY ADJUSTMENTS THAT AFFECTED MONTHS FOR WHICH THE REPORT HAS ALREADY BEEN PUBLISHED, THAT HAVE OCCURRED FOLLOWING THE PUBLICATION OF THAT MONTH'S REPORT. HOWEVER, IF THE ADJUSTMENTS ARE SUCH THAT THE PREVIOUSLY PUBLISHED REPORT CONTAINS A MATERIAL MISSTATEMENT IN MONTH ALREADY REPORTED, THE INFORMATION FOR THAT MONTH ITSELF WILL BE RESTATED, AND NOTED AS SUCH.

FIELDS IN THE REPORT ARE DEFINED BELOW. *Italicized* FONT IS USED TO INDICATE THE NAME OF A FIELD IN THE REPORT.

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**SECTION 1.0: MDHCV SUMMARY OF ACTIVITIES**

**MDHCV SUMMARY OF ACTIVITIES IS DESIGNED TO PROVIDE A “SNAPSHOT” OF PROGRAM ACTIVITY FOR THE CALENDAR MONTH BEING REPORTED. THE VAST MAJORITY OF THE INFORMATION ON THE SUMMARY PAGE IS DRAWN FROM MORE DETAILED INFORMATION PROVIDED ELSEWHERE IN THE REPORT—WHERE THIS IS THE CASE, IT IS NOTED AS SUCH.**

**Total HCV Allocated**—Including all authorized vouchers, excluding Moderate Rehabilitation, SPC, & SRO. [See 2.1]

**Total HCV Leased**— Leased participants as of the last day of the month, including regular vouchers and incoming non-billable ports, excluding from that universe any vouchers not paid within the preceding 180 days, and excluding all vouchers not associated with increments 17B, 17C, 17D, 17E, 17P, 217, 225, 228, 229, 232, 233, 234, 236, 241, 242, 243, 244, 247, HOM, HV2, PV1, VDV. [See 2.1]

**% HCV Leased of Allocated**—Total HCV Leased divided by Total HCV Allocated

**New Contracts**—The sum of New Contracts for Adker applicants and New Contracts for new applicants. [See 3.1]

**Total Participants Terminated**—All participants that were processed as an End-of-Participation in the system-of-record within the calendar month reported, regardless of the effective date of the EOP.

**Total Vouchers Issued to New Applicants**—The sum of Vouchers Issued for Adker applicants and Vouchers Issued for new applicants. [See 3.1 and 3.2]

**Total Vouchers Issued to Transfers**—All vouchers issued to participants currently on the MDHCV program within the calendar month being reported, regardless of the dates of move, COD request, or determination of eligibility. [See 3.3]

**Total Inspections Completed**—The total number of times in the calendar month reported that an inspector arrived at the unit, accessed the unit, and inspected the unit, resulting in a Pass, Fail, or Final Fail of the unit. [See 7.6]

**Inspections: Overall Pass Rate**—The total number of inspections that resulted in a pass, divided by Total Inspections Completed. [See 7.6]

**Total Rent Increases Completed**—All rent increases that were processed in the system-of-record within the calendar month reported, regardless of the effective date of the rent increase.

**Total Reexaminations Processed**—All reexaminations that were marked as complete in the system-of-record during the month being reported. [See 8.1]

*PIC Reporting Rate*—Taken directly from the Public & Indian Housing Information Center (PIC) for agency FL005, for the month being reported. [See 8.2]

*Total HAP Expenditures (\$m)*—The total dollar amount of HAP paid during the calendar month reported, regardless of the month that the HAP payments are related to, expressed in millions of dollars. [See 10.1]

*Average HAP (\$)*—*HAP Expenditures* divided by *Total HCV Leased*, expressed in dollars. [See 10.2]

*Total UAP Expenditures (\$k)*—The total dollar amount of UAP paid during the calendar month reported, regardless of the month that the HAP payments are related to, expressed in thousands of dollars. [See 10.1]

*Average UAP (\$)*—*UAP Expenditures* divided by *Total HCV Leased*, expressed in dollars. [See 10.2]

*Total Owners/Agents on Program*—Of all HAP payees in the system-of-record, those that have been paid in the last 180 days.

*Total Enrolled*—All families with active FSS contracts in the system-of-record. [See 6.1]

*Total Living in Low-Poverty Areas*—Of *Total HCV Families with Children*, the number that occupied a unit in a low-poverty census tract, as of the last day of the calendar month being reported. [See 5.1]

*% Living in Low-Poverty Areas*—*Total Living in Low-Poverty Areas* divided by *Total HCV Families with Children*. [See 5.1]

*Total Adker Decree Leased on Program*—Leased participants as of the last day of the month in increment 17E, excluding any vouchers not paid within the preceding 180 days. [See 2.2]

## SECTION 2.0: LEASING

LEASING RATES MEASURE CURRENT UNITS UNDER LEASE AS OF THE LAST DAY OF THE MONTH BEING REPORTED. THIS INCLUDES ONLY THE FOLLOWING INCREMENTS: 17B, 17C, 17D, 17E, 17P, 17Q, 217, 225, 228, 229, 232, 233, 234, 236, 241, 242, 243, 244, 247, HOM, HV2, PV1, VDV. ADKER DECREE LEASING RATES INCLUDE ONLY INCREMENT 17E.

### 2.1: Leasing Rates

*Total HCV Allocated*—Including all authorized vouchers, excluding Moderate Rehabilitation, SPC, & SRO.

*Total HCV Leased*—Leased participants as of the last day of the month, including regular vouchers and incoming non-billable ports, excluding from that universe any vouchers not paid within the preceding 180 days, and excluding all vouchers not associated with increments 17B, 17C, 17D, 17E, 17P, 217, 225, 228, 229, 232, 233, 234, 236, 241, 242, 243, 244, 247, HOM, HV2, PV1, VDV.

*Incoming Billable Ports*—Incoming billable ports—this number will be zero as long as the program is absorbing incoming billable ports.

*Total Leased and Administered*—Total Leased plus Incoming Billable Ports

*% Total Leased of Allocated*—Total Leased divided by Total Allocated.

*Total Leasing Goal*—Total unit leasing target for the month, drawn from the Leasing Schedule (pending).

*% of Leasing Goal Achieved*—Total Leased divided by Total Leasing Goal.

### 2.2: Adker Decree Leasing Rates

*Total Leased*—Leased participants as of the last day of the month in increment 17E, excluding any vouchers not paid within the preceding 180 days.

*Portability Move Outs*—Outgoing ports in increment 17E.

*Total Leased and Ported*—Total Leased plus Portability Move Outs

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## SECTION 3.0: INTAKE

INTAKE INCLUDES INFORMATION RELATED TO DRAWING INDIVIDUALS FROM THE WAITING LIST THROUGH THE ELIGIBILITY DETERMINATION, VOUCHER ISSUANCE, AND LEASING. ALSO INCLUDED IS INFORMATION SPECIFICALLY RELATED TO THE ADKER CONSENT DECREE, AND INFORMATION OF CHANGES-OF-DWELLING FOR PARTICIPANTS.

### 3.1: Intake Activity for New Applicants

*Non-Waiting List Applicants Invited*—The number of applicants drawn from Special Admission or Portability pools within the calendar month, not including applicants associated with the Adker Decree.

*Waiting List Applicants Invited*—The number of applicants drawn from the Waiting List within the calendar month being reported, not including applicants associated with the Adker Decree.

*Initial Interviews Scheduled*—The number of initial interviews for applicants, excluding those associated with the Adker decree, scheduled within the current month being reported for appointments that may or may not fall into the month being reported. This includes all *Non-Waiting List*

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*Applicants Invited, Waiting List Applicants Invited*, and the rescheduling of appointments previously scheduled.

*Initial Interviews Conducted*—The number of interviews includes all applicants, excluding those associated with the Adker decree, who showed-up for interviews scheduled to occur on dates that fall within the month being reported, as well as those among that group who rescheduled the interview.

*Determined Eligible*—Includes all applicants, excluding those associated with the Adker decree, who were determined to be eligible for the HCV program within the calendar month being reported, regardless of when they were invited, schedule, or interviewed.

*Vouchers Issued*—Includes all Housing Choice Vouchers issued to applicants, excluding those associated with the Adker decree, within the calendar month being reported, regardless of when they were invited, scheduled, interviewed, or determined eligible.

*RFTAs Received*—Includes all Request for Tenancy Approvals for applicants, excluding those associated with the Adker decree, received during the calendar month being reported, regardless of when they were invited, scheduled, interviewed, determined eligible, or issued a voucher.

*New Contracts*—Includes all HAP Contracts for applicants, excluding those associated with the Adker decree, signed during the calendar month being reported, regardless of when they were invited, scheduled, interviewed, determined eligible, issued a voucher, or submitted a RFTA.

### 3.2 Intake Activity for Adker Decree Applicants

*Vouchers Issued*—Vouchers issued within the calendar month being reported for applicants associated with the Adker decree. Vouchers for these applicants are issued at briefing, so the number of vouchers issued is equal to the Adker applicant briefing attendance.

*RFTAs Received*—RFTAs received in the calendar month being reported from applicants associated with the Adker decree, regardless of the month in which the voucher was issued.

*New Contracts*—New contracts signed in the calendar month being reported from applicants associated with the Adker decree, regardless of the month in which the voucher was issued or RFTA received.

### **3.3 Change-of-Dwelling Activity for Participants**

*Changes-of-Dwelling Requested*—All Change-of-Dwelling request forms received, within the calendar month being reported, from participants currently on the MDHCV Program.

*Determined Eligible*—All participants currently on the MDHCV program who were determined eligible for a COD within the calendar month being reported, regardless of the date-of-move or COD request.

*Vouchers Issued*—All vouchers issued to participants currently on the MDHCV program within the calendar month being reported, regardless of the dates of move, COD request, or determination of eligibility.

*RFTAs Received*—All RFTAs received from participants currently on the MDHCV program within the calendar month begin reported, regardless of the dates of move, COD request, determination of eligibility, or issuance of voucher.

*New Contracts*—All new contracts signed for participants currently on the MDHCV program within the calendar month begin reported, regardless of the dates of move, COD request, determination of eligibility, issuance of voucher, or receipt of RFTA.

*Processed for Porting-Out*—All participants on the MDHCV program who submitted port-out requests within the calendar month being reported, regardless of the move date.

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#### 4.0: SUCCESS RATES

SUCCESS RATES MEASURES, OVER A 6 MONTH PERIOD, THE RATE AT WHICH VOUCHERS ISSUED TO APPLICANTS RESULT IN SIGNED CONTRACTS. THIS MEASUREMENT BEGAN APRIL 1, 2009, AND SO WILL HAVE ONLY PARTIAL DATA UNTIL THE MONTHLY REPORT FOR THE MONTH OF SEPTEMBER, 2009. THIS SECTION ONLY INCLUDES VOUCHERS ISSUED TO APPLICANTS, AND SO DOES NOT MEASURE THE SUCCESS THAT PARTICIPANTS IN THE COD PROCESS HAVE IN LEASING NEW UNITS. THE SUCCESS RATES ARE DETERMINED BY LOOKING THE VOUCHERS THAT RESULT IN A LEASE OF THE VOUCHERS THAT HAVE REACHED AN OUTCOME, WITH AN OUTCOME BEING DEFINED AS EITHER LEASED OR EXPIRED/CANCELLED.

##### 4.1 Success Rates by Type of Applicant—Applicants with Outcomes (leased or expired) during the Period

*Waiting List*—This row are related to vouchers issued, within the 6-month period ending with the month being reported, to waiting list applicants.

*Adker Decree*—This row is related to vouchers issued within the 6-month period ending with the month being reported, to Adker applicants.

*Other*—All numbers in this row are related to vouchers issued, within the 6-month period ending with the current month being reported, to applicants who ported-in, were special admissions, or any other new applicants who were issued vouchers.

*Overall*—The sum of *Waiting List*, *Adker Decree*, and *Other*.

*Active-Not-Leased*—All numbers in this column are for those applicants who were issued vouchers within the 6-month period ending with the current month being reported, who have not leased a unit but whose voucher has not expired or been otherwise cancelled.

*Active-Not-Leased %*—*Active-Not-Leased* divided by *Number Issued*.

*Number Leased*—All numbers in this column are for those applicants who were issued vouchers within the 6-month period ending with the current month being reported, who have leased a unit.

*% Leased of Issued*—*Number Leased* divided by *Number Issued*.

*Expired/Cancelled*—All numbers in this column are for those applicants who were issued vouchers within the 6-month period ending with the current month being reported, whose voucher has either expired or otherwise been cancelled.

*Success Rates*—*Number Leased* divided by the sum of *Number Leased* and *Expired/Cancelled*. This field shows the rate at which applicants are successfully leasing units, among those applicants who have reached the conclusion of the leasing process, either by the voucher expiring, being cancelled, or resulting in a lease.

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## 5.0: DECONCENTRATION

DECONCENTRATION MEASURES WHAT PORTION OF HCV FAMILIES LIVE IN LOW-POVERTY AREAS, AND THE RATE AT WHICH FAMILIES ARE MOVING TO LOW-POVERTY AREAS. LOW-POVERTY AREAS ARE DEFINED AS CENSUS TRACTS IN WHICH THE POVERTY RATES IS AT OR BELOW 10%, OR AT OR BELOW THE OVERALL POVERTY RATE FOR THE PRINCIPAL OPERATING AREAS OF THE PHA.

### 5.1 Housing Choice Voucher Families with Children Living in Low-Poverty Areas

*Total HCV Families with Children*—The number of vouchers under lease as of the last day of the calendar month being reported that had adult heads of household and one or more household member under the age of 18, for the increments listed in 1.0, above.

*Moved during the Month—Of Total HCV Families with Children*, the number that completed the COD process in the calendar month being reported.

*Moved to Low-Poverty Areas—Of Moved during the Month*, the number that moved into a low-poverty census tract, regardless of the poverty profile of the census tract from which the family moved.

*% who Moved to Low-Poverty Areas—Moved to Low Poverty Areas divided by Moved during the Month*

*Total Living in Low-Poverty Areas—Of Total HCV Families with Children*, the number that occupied a unit in a low-poverty census tract, as of the last day of the calendar month being reported.

*% Living in Low-Poverty Areas—Total Living in Low-Poverty Areas divided by Total HCV Families with Children.*

## 6.0 SPECIAL PROGRAMS

FOR SPECIAL PROGRAMS, THE PRIOR PERIOD ADJUSTMENT COLUMN REFLECTS THE INFORMATION AS OF THE BEGINNING OF APRIL. THE MONTHLY COLUMNS REFLECT NEW ACTIVITY THAT OCCURRED DURING THE MONTH REPORTED. THE FAR-RIGHT COLUMN IN THE SECTION IS NOT YEAR-TO-DATE (YTD), AS IN OTHER SECTIONS, BUT PROGRAM INCEPTION-TO-DATE (ITD).

### 6.1 Family Self-Sufficiency Program

*Total Enrolled*—All families with active FSS contracts in the system-of-record.

*FSS Families with Escrow Balance*—Of *Total Enrolled*, those with a positive nonzero escrow balance in the system-of-record.

*% with Escrow Balance*—FSS Families with Escrow Balance divided by *Total Enrolled*.

### 6.2 Homeownership Program

*Submitted an Application*—The number of participants who submitted a homeownership application within the calendar month reported, but did not complete counseling within the calendar month reported.

*Completed Counseling*—The number of participants who completed homeownership counseling within the calendar month reported, but did not receive approval from a bank.

*Received Approval From a Bank*—The number of participants who received loan approval from a bank within the calendar month reported, but did not close on a house.

*Closed on a House*—The number of participants who closed on a home within the calendar month reported, regardless of when they submitted an application, completed counseling, or received approval from a bank.

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## 7.0: INSPECTIONS

INSPECTIONS PROVIDES INFORMATION ON THE WORKLOAD ASSOCIATED WITH CONDUCTING HOUSING QUALITY STANDARDS (HQS) INSPECTIONS OF UNITS AND THE OUTCOMES OF THOSE INSPECTIONS. FOR 7.1, 7.2, 7.3, AND 7.4, THE RELEVANT SEMAP GOAL IS NOTED.

### 7.1 HQS Enforcement of Life Threatening Violations

*Initial Emergency Inspections*—Number of units inspected for emergency inspections within the calendar month being reported.

*Unit Passed—Of Initial Emergency Inspections*, the number that passed the emergency inspection.

*Owner Responsibility: Abated—Of Initial Emergency Inspections*, the number that failed the emergency inspection and were the responsibility of the owner and resulted in an abatement being placed on the unit by the end of the calendar month being reported.

*Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs—Of Initial Emergency Inspections*, the number that failed the emergency inspection and were determined to be the responsibility of the participant, and resulted in a notification of intent to terminate the participant within 24 hours of the failed inspection.

*Joint Responsibility: Abated & Notified Tenant of Intent to Term within 24 hrs—Of Initial Emergency Inspections*, the number that failed the emergency inspection and were determined to be the joint responsibility of the owner and participant, and resulted in an abatement placed on the unit by the end of the calendar month being reported, and resulted in a notification of intent to terminate the participant within 24 hours of the failed inspection.

*Emergencies Addressed on Time—The sum of Unit Passed, Owner Responsibility: Abated, Tenant Responsibility: Notified Tenant of Intent to Terminate within 24 hrs, and Joint Responsibility: Abated & Notified Tenant of Intent to Term within 24 hrs.*

*Percent Addressed on Time—Emergencies Addressed on Time divided by Initial Emergency Inspections.*

### 7.2 HQS Enforcement of Fail Inspections

*Units Failing HQS Inspections*—The total number of units that failed inspection within the calendar month being reported.

*Corrected within 30 Days, Abated, or Approved Extensions—Of Units Failing HQS Inspections*, the number that passed a reinspection within 30 days, failed a reinspection within 30 days and were abated by the end of the calendar month being reported, or were granted an extension beyond 30 days to correct the fail items and had not been reinspected by the end of the calendar month being reported.

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*Percent Addressed on Time—Corrected within 30 Days, Abated or Approved Extensions divided by Units Failing HQS Inspections.*

### **7.3 Annual Inspections**

*Total Due*—The total number of units that had a most recent prior inspection date in the month being reported in the prior year, plus units that had most recent prior inspection date in the month of being reported but in years other than the prior year. This captures inspections that became due in the calendar month being reported, but does not include inspections that were late prior to the calendar month being reported, except for those that became one or more full years past due during the calendar month being reported.

*Inspections Completed on Time—Of Total Due*, the number of units that were inspected within the calendar month being reported.

*Percent in Compliance—Inspections Completed on Time divided by Total Due.*

### **7.4 Quality Control Inspections**

*Total QC Inspections Completed*—The total number of quality control inspections completed within the calendar month being reported.

*Total QC Inspections Passed—Of Total QC Inspections Completed*, the number that passed the quality control inspection.

*Percent Pass QC Inspection—Total QC Inspections Passed divided by Total QC Inspections Completed.*

### **7.5 Processing Timeframes for Abatements**

*Total Abatements Lifted*—The total number of abatements lifted as a result of the unit passing an inspection, within the calendar month being reported.

*# Lifted within 3 business days of Pass—Of Total Abatements Lifted*, the number of those abatements that were lifted within three business days of the passed inspection that prompted the lifting of the abatement.

*Percent in Compliance—# Lifted within 3 business days of Pass divided by Total Abatements Lifted.*

### **7.6 Inspections Workload & Pass Rate**

*Total Attempted*—The total number of inspections within the current month, defined as an inspector arriving at the unit at the scheduled time and attempting to contact the landlord/tenant for access.

*No-Entry Fails—Of Total Attempted*, the number of times that the inspector was unable to gain access to the unit to be inspected.

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*Annuals*—Inspections that are required because all units are required to be inspected within a 12 month time period.

*Annual Re-Inspects*—Second inspections of a unit that failed an annual inspection.

*New/COD*—Inspections that are required because an applicant or participant executing a COD submits a RFTA.

*New/COD Re-Inspects*—Second inspections of a unit that failed a New/COD inspection.

*Complaints*—Inspections that are prompted by a complaint received about the condition of the unit.

*Emergency*—Inspections that are prompted by a report of a life-threatening condition in the unit.

*Quality Control*—Inspections conducted to review the performance of other inspections.

*Other*—Inspections conducted for any reason not otherwise defined herein.

*[Inspection Type]--Completed*—An inspector arrived at the unit, accessed the unit, and inspected the unit, resulting in a Pass, Fail, or Final Fail of the unit.

*[Inspection Type]--Passed*—An inspector arrived at the unit, accessed the unit, and inspected the unit, resulting in no HQS standard deficiency.

*[Inspection Type]--% Passed*—The number that passed (by type) divided by the number (by type) that were completed. For example, Annuals—% Pass is equal to Annuals—Pass divided by Annuals—Completed.

*Total Pass % (of Completed)*—*Total Passed* divided by *Total Completed*.

*Total Pass % (of Attempted)*—*Total Passed* divided by *Total Attempted*.

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## 8.0: REEXAMINATION ACTIVITY

REEXAMINATION ACTIVITY MEASURES THE WORK PERFORMED TO CERTIFY THAT THE APPROPRIATE HAP AND UAP PAYMENTS ARE MADE TO PARTICIPANTS AND ON PARTICIPANTS' BEHALF. ALSO INCLUDED IS INFORMATION FROM THE PUBLIC AND INDIAN HOUSING INFORMATION CENTER (PIC), TO MEASURE SUCCESS IN CONDUCTING VALID REEXAMINATIONS IN A TIMELY MANNER.

### 8.1 Reexamination Activity

*Annual Reexaminations Due*—To be Defined

*Annual Reexaminations Completed*—To be Defined

*% Complete on Time*—*Annual Reexaminations Completed* divided by *Annual Reexamination Due*.

*Total Reexaminations Processed*—All reexaminations that were marked as complete in the system-of-record during the month being reported.

### 8.2 PIH Information Center (PIC)

*Submitted in PIC*—Taken directly from the Public & Indian Housing Information Center (PIC) for agency FL005, for the month being reported.

*Missing/Outdated in PIC*—Taken directly from the Public & Indian Housing Information Center (PIC) for agency FL005, for the month being reported.

*VMS Required in PIC*—Taken directly from the Public & Indian Housing Information Center (PIC) for agency FL005, for the month being reported.

*PIC Reporting Rate*—Taken directly from the Public & Indian Housing Information Center (PIC) for agency FL005, for the month being reported.

## 9.0: CUSTOMER SERVICE

### CUSTOMER SERVICE PROVIDES MEASURES OF THE VOLUME AND QUALITY OF DIRECT CLIENT INTERACTION THAT OCCURRED WITHIN THE CALENDAR MONTH REPORTED.

#### 9.1 Call Center Metrics

*Calls Offered*—Total number of calls received by the call center (305-403-3222) within the calendar month reported, not including some calls related to inspections.

*Calls Answered*—Total number of calls answered by a live agent at the call center (304-403-3222) within the calendar month reported, not including some calls related to inspections.

*Calls Abandoned*—The total number of individuals who ended the call before speaking to a live agent within the calendar month reported.

*Abandonment Rate*—*Calls Abandoned* divided by *Calls Offered*.

*Average Time-to-Answer*—The average amount of time between when a call was presented to an agent, and when the caller spoke with a live agent. A call is considered presented when the caller has made a menu selection that directs the call to a live agent, for the calendar month reported.

*Average Talk Time*—The average amount of time between when a caller speaks to a live agent and when the caller terminates the call, for the calendar month reported.

*Service Level*—The percentage of phone calls for which the time-to-answer was less than 20 seconds.

#### 9.2 Walk-Ins, Appointments, & Briefings

*Total Walk-Ins*—Total number of individuals who arrived at MDHCV offices within the calendar month reported who had not previously scheduled an appointment.

*Total Appointments Held*—Total number of individuals who arrived at MDHCV offices, within the calendar month reported, for a previously scheduled appointment.

*Adker Briefing Attendance*—Total number of Adker decree applicants who attended briefings within the calendar month reported and were issued vouchers.

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*Other Briefing Attendance*—Total number of participants, landlords, or others who attended reexamination briefings, or other briefings within the calendar month reported.

*Total In-Person Interaction*—The sum of *Total Walk-Ins*, *Total Appointments Held*, *Adker Briefing Attendance*, and *Other Briefing Attendance*.

## 10.0 FINANCIAL INFORMATION

FINANCIAL INFORMATION INCLUDES DATA RELATED TO HAP & UAP PAYMENTS, AVERAGES BY BEDROOM SIZE, AND TYPE OF PAYMENT. ALL INFORMATION IN THIS SECTION IS BASED ON ACTUAL CASH EXPENDED DURING THE MONTH REPORTED, REGARDLESS OF THE PERIOD THAT THE PAYMENTS WERE RELATED TO.

### 10.1 Total HAP & UAP Expenditures

*HAP Expenditures (\$m)*—The total dollar amount of HAP paid during the calendar month reported, regardless of the month that the HAP payments are related to, expressed in millions of dollars.

*UAP Expenditures (\$k)*—The total dollar amount of UAP paid during the calendar month reported, regardless of the month that the HAP payments are related to, expressed in thousands of dollars.

*Total HAP/UAP Expenditures—HAP Expenditures (\$m) plus UAP Expenditures (\$k).*

*Authorized HAP/UAP*—The total HAP/UAP authorization for increments 17B, 17C, 17D, 17E, 17F, 17G, 17H, 17I, 17J, 17K, 17L, 17M, 17N, 17O, 17P, 17Q, 17R, 17S, 17T, 17U, 17V, 17W, 17X, 17Y, 17Z, 229, 232, 233, 234, 236, 241, 242, 243, 244, 247, HOM, HV2, PV1, VDV

*HAP Utilization (%)*—Total HAP/UAP Expenditures divided by Authorized HAP/UAP Expenditures.

### 10.2 Average HAP & UAP Payments

*Average HAP (\$)*—HAP Expenditures divided by Total HCV Leased, expressed in dollars.

*Average UAP (\$)*—UAP Expenditures divided by Total HCV Leased, expressed in dollars.

*Average HAP – 1 Bedroom (\$)*—Copied from the Average HAP for 1-bedroom voucher field in the system-of-record, for the calendar month reported.

*Average HAP – 2 Bedroom (\$)*—Copied from the Average HAP for 1-bedroom voucher field in the system-of-record, for the calendar month reported.

*Average HAP – 3 Bedroom (\$)*—Copied from the Average HAP for 1-bedroom voucher field in the system-of-record, for the calendar month reported.

Average HAP – 4 Bedroom (\$)—Copied from the Average HAP for 1-bedroom voucher field in the system-of-record, for the calendar month reported.

### 10.3 Check-Run & Payee Information

Monthly Check-Run (\$m)—The total dollar amount of HAP/UAP payments paid on the first business day of the month being reported, expressed in millions of dollars.

Interim Check-Run (\$m)—The total dollar amount of HAP/UAP payments paid on all other days of the month being reported, expressed in millions of dollars.

Total HAP/UAP Expenditures (\$m)—Monthly Check-Run (\$m) plus Interim Check-Run (\$m)

Direct Deposit Payments—Total HAP/UAP payments made by ACH transfer (direct deposit) in the calendar month reported.

Check Payments—Total check payments made by ACH transfer (direct deposit) in the calendar month reported.

Direct Deposit %—Direct Deposit Payments divided by the sum of Direct Deposit Payments and Check Payments.

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## 11.0 FILE TRANSITION

FILE TRANSITION PROVIDES INFORMATION RELATED TO THE TRANSFER OF ALL TENANT FILES FROM THE CUSTODY OF MDPHA TO THAT OF FLORIDA QUADEL, AND PROVIDES AN ACCURATE ACCOUNT OF THE FILES ON-HAND FOR THE PERIOD BEING REPORTED.

### 11.1 File Transition by Reexamination Date

*Total Files Listed*—Total files included on lists received by Florida Quadel from MDPHA, by recertification month, as of the end of the calendar month reported.

*Total Files Missing*—Of the *Total Files Listed*, the files that were on the list but that no physical file could be found, as of the end of the calendar month reported.

*Total Files Received*—*Total Files Listed* minus *Total Files Missing*.

*Missing %*—*Total Files Missing* divided by *Total Files Listed*.

*Files Checked-Out by MDPHA*—Files that had been returned to MDPHA as of the end of the calendar month reported.

*Total Files On-Hand*—*Total Files Received* minus *Files Checked-Out by MDPHA*.

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## 12.0 DEMOGRAPHICS OF MDHCV FAMILIES

### DEMOGRAPHICS PRESENTS SUMMARY INFORMATION RELATED TO AGE, RACE, ETHNICITY, SIZE OF VOUCHER, INCOME, AND PAYMENTS.

#### 12.1 Demographics of Households

*Heads of Household*—Of the *Total HCV Leased*, the number of vouchers where a variable is true for the head of household.

*Other Household Members*—Of all of the individuals associated with the *Total HCV Leased*, except the *Heads of Household*, the number of individuals for which a variable is true.

*Age 62 and over*—Indicates that the individual is 62 years-of-age or older, as of the last day in the calendar month reported.

*Under Age 62*—Indicates that the individual is not 62 years-of-age or older, as of the last day in the calendar month reported.

*White*—Indicates that the individual has reported his/her race as white, as of the last day of the calendar month reported.

*Black*—Indicates that the individual has reported his/her race as black, as of the last day of the calendar month reported.

*Others*—Indicates that the individual has reported his/her race as neither black nor white, or not reported his/her race, as of the last day of the calendar month reported.

*Hispanic*—Indicates that the individual has reported his/her ethnicity as Hispanic, as of the last day of the calendar month reported.

*Non-Hispanic*—Indicates that the individual has not reported his/her ethnicity as Hispanic, as of the last day of the calendar month reported.

*0 Bedroom*—Of the *Total HCV Leased*, then number of units that had exactly zero bedrooms, regardless of the number of bedrooms on the voucher, as of the last day of the calendar month reported.

*1 Bedroom*—Of the *Total HCV Leased*, then number of units that had exactly one bedroom, regardless of the number of bedrooms on the voucher, as of the last day of the calendar month reported.

*2 Bedroom*—Of the *Total HCV Leased*, then number of units that had exactly two bedrooms, regardless of the number of bedrooms on the voucher, as of the last day of the calendar month reported.

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- 64
- 3 Bedroom*—Of the Total HCV Leased, then number of units that had exactly three bedrooms, regardless of the number of bedrooms on the voucher, as of the last day of the calendar month reported.
- 4 Bedroom*—Of the Total HCV Leased, then number of units that had exactly four bedrooms, regardless of the number of bedrooms on the voucher, as of the last day of the calendar month reported.
- 5+ Bedroom*—Of the Total HCV Leased, then number of units that had five or more bedrooms, regardless of the number of bedrooms on the, as of the last day of the calendar month reported voucher.
- Average Contract Rent*—The total contract rent for the calendar month reported, divided by *Total HCV Leased*.
- Average HAP (\$)*—*HAP Expenditures* divided by *Total HCV Leased*, expressed in dollars.
- Average TTP*—*Average Contract Rent* minus *Average HAP*.
- Avg Gross Annual Income*—Copied from the Avg Gross Annual Income field in the system-of-record, for the calendar month reported.
- Avg Adj Annual Income (Total Household)*—Copied from the Average Adjusted Annual Income (Total Household) field in the system-of-record, for the calendar month reported.
- Percentage With Wage Income*—The number of individuals related to vouchers in *Total HCV Leased* with positive nonzero employment income in the system-of-record, as of the calendar month reported, divided by the number of individuals related to vouchers in *Total HCV Leased*.
- Percentage Non-Elderly With Wage Income*—The number of individuals under the age of 62 related to vouchers included in *Total HCV Leased* with positive nonzero employment income in the system-of-record, as of the calendar month reported, divided by the number of individuals under the age of 62 related to vouchers included in *Total HCV Leased*.
- Low Income Households*—Of the *Total HCV Leased*, the number of households for which gross income is less than 80% of the area median gross income.
- Very Low Income Households*—Of the *Total HCV Leased*, the number of households for which gross income is less than 50% of the area median gross income.
- Extremely Low Income Households*—Of the *Total HCV Leased*, the number of households for which gross income is less than 30% of the area median gross income.
- Other/Unknown*—Indicates a variable for which the field was null in the system-of-record, or for which the data could not reasonably be obtained.