Memorandum

MIAMI-DADE COUNTY

Date: October 14, 2009

HCD

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

Agenda Item No. 7(C)

From: George W. Burgess
County Manager

Subject: Monthly Report on the Miami-Dade Public Housing Agency – August 2009

The following report to the Housing and Community Development (HCD) Committee serves as the August monthly update on Miami-Dade Public Housing Agency's (MDPHA's) operations and programmatic activities underway.

The report is updated to reflect changes from what was presented at the last HCD Committee meeting for each of the objectives/goals in the Memorandum of Understanding (MOU) between the U.S. Department of Housing and Urban Development (HUD) and County. The updates are provided in the following areas: 1) Governance, 2) Agency Organization and Staffing, 3) MDPHA Development, 4) Finance, 5) Program Management – Housing Choice Voucher, 6) Program Management – Other Section 8 Programs, 7) Program Management – Public Housing, and 8) Program Compliance.

In addition, at the July 15, 2009 meeting of the HCD Committee, Chairperson Audrey M. Edmonson requested MDPHA to provide Committee members with the updated report from Quadel that includes all the new metrics used to track performance. The report is attached to the MOU update.

Cynthia W. Curry
Senior Advisor to the County Manager

MDPHA Action Plan

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Objective/Goal	Task		Target Accomplishment Date	Actual Accomplishment Date	Lead Staff	Comments/ Accomplishments
AREA: GOVERNANCE						
Improve coordination of Miami-Dade County's Housing Agency operations and Housing Initiatives among County Departments	1) Create an interagency working group to include members from all County agencies involved with the MDPHA's operations and/or affordable housing		6/30/2009	4/21/2009	County: MDPHA Exec. Director, George Burgess, County agency directors	GSA, OCI, OSBM, Finance, DPM and OCED have been requested to designate departmental representatives for this working group. The working group will also include the MDPHA's senior staff and the Office of the County Attorney.
	2) Host quarterly meetings with working group	2a	7/31/2009	6/10/2009	County: Gregg Fortner, George Burgess, County agency directors	Initial meeting led by the County Executive Office with representation from Procurement, Finance, Human Resources, Office of Community and Economic Development, Office of Capital Improvement, Office of Strategic Business Management, and MDPHA. **<u>August '09 Update</u>: Meeting held on 8/5/2009 with 19 attendees from CEO, OCED, ETSD, HR, DPM, OCI, GSA, and MDPHA. Focus of the meeting was on HOPE VI.**
		2b	10/31/2009			
		2c	01/31/2010			
	3) Change the name of the Agency to MDPHA (Miami-Dade Public Housing Agency)		6/30/2009	4/1/2009	County: MDPHA Exec. Director, George Burgess, MDC Board of Commissioners	MDPHA staff informed on 2-2-09; ETSD notified re Outlook; GIC updated County portal and agency website 3/6/2009.

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Improve oversight and monitoring of MDPHA by the Board	**4) The Chair may establish a separate BCC Housing Committee pursuant to the BCC Rules of Procedure**	**3/31/2009**	**1/14/2009**	County: MDPHA Exec. Director, George Burgess, MDC Board of Commissioners	New committee structure began on 2/9/2009 with MDPHA part of the Housing and Community Development committee
	5) Provide Board training to all Committee members. * for initial training and then for the duration of the MOU	7/31/2009		HUD Oversight Team	To be coordinated with HCDC Chair and CEO's office. MDPHA's CFO can advise on the Central Office Cost Center (COCC) concept; local HUD office to provide board training. Initial training was postponed; however MDPHA will be working with HUD to reschedule this training due to scheduling conflict with HUD. **<u>August 09 Update</u>: As per conference call on 8/27/2009, awaiting US HUD's Miami office response regarding possible dates for their participation and suggested topics.**
Ensure Cooperative Agreements are in place and include clearly defined baselines for the delivery of services	6) Develop Cooperative Agreements, interlocal agreements, interdepartmental agreements and/or Memoranda of Understanding between the County and other local governments and between MDPHA and other County departments, where necessary	09/30/2009		County: Gregg Fortner, George Burgess, Terrence Smith, Alex Ballina, MDC Commissioners, other localities and governing body	
	7) Review existing Cooperative Agreements and make amendments as necessary	09/30/2009		HUD Oversight Team	

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Ensure Deeds of Trust for all properties exist and are accurate	8) Review existing deeds and take necessary action to modify as appropriate; create deeds where none exist	09/30/2009		County: Gregg Fortner County Attorney's Office, HUD Oversight Team	
	9) All deeds are recorded	12/31/2009			
Increase performance, capacity and efficiency of MDPHA	10) Provide technical assistance to MDPHA	Duration of the MOU		HUD Oversight Team and the County	
AREA: AGENCY ORGANIZATION AND STAFFING					
Relocate MDHPA Central Office staff into one location	**11) Lease the space**	**12/31/2008**	**12/1/2008**	County: MDPHA Exec. Director, Mari Saydal-Hamilton, Jose Rivero, Wendi Norris (GSA), Andrew Kremer (ETSD), MDC Commissioners	GSA has identified office space at Overtown Transit Village, 701 NW 1st Court. Lease not required as space is a County facility: 16th and 8th floors confirmed.
	12) Complete Build Out	**~~05/31/2009~~ HUD approved extension to 7/31/2009**	**8/31/2009**		The build out according to the original floor plan is completed.
	13) Complete Move	**06/30/2009 HUD approved extension to 8/31/2009**	7/31/2009		
Ensure continuity and preservation of trained agency staff, including senior management	14) Obtain HUD concurrence for hiring and terminating Senior Executive Management staff	Duration of MOU		County: Gregg Fortner, Mari Saydal-Hamilton, George Burgess, Angela Maher (HR)	**<u>August '09 Update:</u> USHUD provided input regarding selection of the agency's new director.**
	15) Identify key positions that Miami-Dade will exempt from bumping at MDPHA	**12/31/2008**	**1/20/09**	HUD Oversight Team	1/20/09 Final list sent to HR. Revised list sent May 2009.

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					August '09 Update: MDPHA submitted a list of positions requiring an exemption from bumping in Jan '09. The agency resubmitted a revised list in May. Some positions in the revised list were approved by HR in August. Other positions on the list were determined ineligible because those positions did not meet the County's standard for exemption. The positions not approved were determined to be generic positions that can be occupied by someone from another County department.
Ensure integrity of PHA "core business" functions	16) Obtain HUD concurrence for any addition of non-HUD funded programs to be administered by MDPHA	Duration of MOU		County: MDPHA Exec. Director, George Burgess, HR at MDPHA, HR at MDC, and MDC Commissioners HUD Oversight Team	
	17) Review organizational structure and staffing levels	**1/31/2009**	**1/14/09**		Note: Draft Table of Organization as per email to OSBM. **August '09 Update: MDPHA's total staff count is 401. The Table of Organization is complete as per guidance by USHUD of how the agency should be staffed.**

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	18) Establish a table of organization that complies with HUD's Asset Based Management Model and the Operating Fund Final Rule	**3/31/2009**	**3/31/2009**		Table of Organization (TO) revised and presented at Resource Allocation Meeting on 4/2/2009. **August '09 Update:** **The TO presented earlier this year is the recommended TO in the Mayor's FY 2009-10 Proposed Budget.**
	19) Hire positions depicted in the Table of Organization	9/30/2009			
Increase performance, capacity and efficiency at MDPHA	20) Provide technical assistance to MDPHA	Duration of MOU		HUD Oversight Team and County	
AREA: MDPHA DEVELOPMENT					
Continue progress to ensure the development objectives for the Scott Carver HOPE VI initiatives are met	**21) Execute the Master Development Agreement with the selected developer**	**01/31/2009**	**12/30/2008**	County: MDPHA Exec. Director, Jorge Cibran, George Burgess, MDC Board of Commissioners	BCC approved (R-1417-08) on 12/16/08 McCormack Baron Salazar, Inc. as the master developer
	22) Consult with local stakeholders, including the former residents of Scott Carver Homes, throughout the remainder of the development process	Duration of MOU		County: Jorge Cibran, MDPHA; MBS	MBS held charrette in Jan '09; meeting regarding creation of a Steering Committee held 2/13/09. July '09 Update: Community meetings are held monthly to update residents on project status. Various subcommittees have been established, including a re-occupancy subcommittee. Steering committee meetings are also held on a regularly.

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	23) Complete a new concept plan	03/31/2009	4/3/2009	MDPHA, MBS	MBS presented the concept plan as a scheduled contract deliverable on 4/2/2009.
	24) Execute appropriate documents, including phase closing documents, etc. as appropriate	Duration of MOU		Gregg Fortner, George Burgess, MBS, HUD	
	25) Address the environmental issues identified in Sector II and develop a plan that includes potential funding sources for remediation	06/30/2009	7/20/2009	Gregg Fortner, George Burgess, other County departments (DERM, DHS, OCED, etc.)	Funding -- MDPHA has identified potential sources of funding, including Federal Stimulus money or additional capital fund dollars, geared toward these types of projects. Recovery Act Capital Funds Applications are due to HUD in late July. Extension requested to 8/31/2009. July 09 Update: Available funding sources were evaluated. This was summarized in memorandum to BCC titled "Report on use of Federal and State Funds for Scott-Carver HOPE VI." There was no funding applicable to Phase II environmental issues. There was, however, applicable funding available under Category #4, related to efficient, green communities. An application was sent to HUD on 7/20/09 for Category #4 for $16.6 million.

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Identify and implement other development initiatives to increase affordable housing	26) Obtain approval from the BCC for General Obligation Bond (GOB) funding revisions	~~7/31/2009~~ HUD approved extension to 9/30/2009.		Gregg Fortner, Jorge Cibran, George Burgess, other County departments	Elizabeth Virrick II -- Demolition /Disposition application has been approved by HUD. Demolition documents have been completed by Architect. The next step is bid to Demo contractors. Lincoln Gardens – MDPHA provided additional information requested by US HUD for demo/disposition. US HUD's Special Application Center (SAC) advised they would break out the demo/dispo so the demo part of the work can be expedited. July '09 Update: MDPHA has received demolition approval from HUD. Demolition documents have been completed by Architect. The next step is bid to Demo contractors. Victory Homes – The CAO is working on recording deed for this property, which is required prior to proceeding with project. A Phase I environmental will also need to be done.

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					July '09 Update: If recommendations to change to a Design-Build approach and develop this site as public housing are accepted by appropriate committees, no additional HUD approvals are required. General – Staff from MDPHA and OCI are working together to finalize the GOB resolution relative to various project deletions and changes. This will be presented for October 2009 HCD Committee. July '09 Update: If recommendations to change to a Design-Build approach and develop this site as public housing are accepted by appropriate committees, no additional HUD approvals are required. The GOB projects are being further evaluated by OCI for future funding and priorities, before being forwarded to HCDC for consideration. Extension to 12/31/09 is requested.
	27) Obtain final approval from HUD for any necessary dispo/demo applications	HUD approved extension to 8/31/2009		HUD: Special Applications Center	July '09 Update: See comments above regarding task #26.

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	28) Solicit developers for identified GOB sites	~~06/30/2009~~ HUD approved extension to 10/31/2009		George Burgess, Gregg Fortner, Jorge Cibran, other County departments	July '09 Update: See comments for task #26. Based on above, request for extension to 12/31/2009. **<u>August 09 Update</u>: The GOB projects are being further evaluated by OCI for future funding and priorities, before being forwarded to HCDC for consideration. Extension to 12/31/09 requested.**
	29) Select developers and proceed with projects	~~09/30/2009~~ HUD approved extension to 12/31/2009			July '09 Update: See comments for task #26.
Increase performance, capacity and efficiency at MDPHA	30) Provide technical assistance to MDPHA	Duration of MOU		HUD Oversight Team and the County	
AREA: FINANCE					
Increase efficiency and timeliness of Section 8 landlord payments	31) Require direct deposit for all Section 8 landlords on a phased basis	01/31/2010		Gregg Fortner, Craig Clay	Currently 35% of Section 8 landlords are on direct deposit. Direct deposit notices were mailed to all landlords not yet participating in direct deposit in the 5/1/09 check run. In September 2009, landlords will be mailed a letter stating the requirement to move to direct deposit. This letter is contingent upon the implementation of a technology

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						improvement that will allow landlords to access payment information via the Internet.
Implement internal controls to ensure sustainability of program compliance	**32) Implement business process review recommendations recommended by Deloite & Touche**	**32a**	**09/30/2009 (50%)**	**8/31/2009**	County: Gregg Fortner, Craig Clay	**August '09 Update: The majority of Deloite & Touche business process reviews have been implemented. See attached report.**
		32b	09/30/2010 (50%)			
	33) Complete Internal Control Checklists included in the Financial Policies and Procedures Guide		Duration of MOU			
Perform routine accounting functions	**34) Consider options for assistance from a third party for interim performance of functions (contractor, County Finance, etc.)**		**01/31/2009**	**1/31/2009**	County: George Burgess, Gregg Fortner, Craig Clay, other County Departments (DPM, Finance, Budget, etc.)	MDPHA will not consider requesting help from other County departments. It is in the best interest of the Agency to move forward with our planned reorganization.
	35) Identify staffing insufficiencies and hire where appropriate		~~06/30/2009~~ HUD approved extension to 9/30/2009			MDPHA is exploring with Human Resources the possibility of continuing with staff adjustments as per the MOU. Extension requested to 9/30/2009.
	36) Train new and existing personnel		Duration of MOU		HUD Oversight Team	

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Meet HUD Requirements under FASS by completing timely and accurate reconciliation of bank accounts and determining cash position immediately	37) Establish separate bank accounts to include at a minimum: • General Operating Account • Section 8 Housing Choice Voucher • Section 8 Administrative Fee • Other Section 8 Programs • Public Housing • FSS Section 8 • FSS Public Housing • Security Deposits	HUD approved extension to 10/31/2009		County: Gregg Fortner, Craig Clay, MDC Finance Dept	The Agency cannot establish new bank accounts until the negative cash situation is resolved in the Central Office Cost Center (COCC) and Section 8 HCV Administration.
	38) Complete necessary modifications to Standard Operating Procedures previously completed by Deloitte to ensure applicability and consistency based on current practices	09/30/2009		County: Gregg Fortner, Craig Clay	
Increased performance, capacity and efficiency at MDPHA	39) Provide technical assistance to MDPHA	Duration of MOU		HUD Oversight Team and County	
AREA: PROGRAM MANAGEMENT – HOUSING CHOICE VOUCHER					
Improve regulatory compliance, performance and administrative fee funding of the Section 8 Housing Choice Voucher Program	40) Achieve at least 95 percent quarterly utilization of Housing Assistance Payment (HAP) funding (not to exceed MDPHA's unit cap) based on Annual Budget Authority (ABA) or Unit Months Available (UMA). Current utilization based on funding is 80%	9/30/2009 then duration of MOU		County: Gregg Fortner, Crystal Coleman Selected Contractor	
	41) Achieve a Public and Indian Housing Information Center (PIC) monthly reporting rate of at least 95 percent or other minimum required by HUD. Current PIC reporting rate as of 10/31/08 is 71%	1/31/2010 then duration of MOU		MDPHA and Quadel, HCV contractor	

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	42) Achieve at least an annual Standard Performance rating of 60 percent or greater from HUD under the Section 8 Management Assessment System (SEMAP).	9/30/2010 then duration of MOU		MDPHA and Quadel, HCV contractor	
Improve efficiency, reporting, analysis, and accountability of the Section 8 Housing Choice Voucher Program	43) Coordinate MDPHA and Section 8 Contractor information technology efforts to fully utilize capability of existing Elite system and its modules	9/30/2009		Jose Rivero, and selected contractor	Requested quote from ETSD on 4/8/2009 for Metro-E broadband line on behalf of Quadel technical staff in Miami to alleviate observed Elite issues at their remote location. Quadel will be responsible for any additional changes incurred. **August '09 Update:** **Quadel has been actively involved in determining their access rights to our Elite database, often having 'read' access rights. Where necessary to complete their contractual obligations on behalf of MDPHA they have also been granted 'write' access to the database. See attached report.**
Ensure proper and effective administration of the Section 8 Housing Choice Voucher Program	44) Provide strict oversight of the Section 8 Contractor by requiring compliance with deliverables, meetings and report schedules as specified in the Contract's Scope of Services, assessing their performance in accordance with the Contract's Performance Standards, and swiftly addressing any and all Contractor's performance deficiencies in accordance with the contract	Duration of MOU		MDPHA, Board of County Commissioners, Mayor or Mayor's designee HUD Oversight Team	Feb '09 -- Staff is reviewing and finalizing the reporting format for Quadel. Additions to the Quadel monthly report in several areas have been recommended.

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					<u>August '09 update</u>: Several changes to the monthly report (attached) have been incorporated: • **Added a section on Outreach and Customer Relations Activities** • **Summary Section: Add the net Change in HCV Leased per month** • **Section 7.1: Comments/Explanation related to Unknown/Pending Emergency Inspections** • **Section 7.2: Expansion of the HQS Enforcement of Failed Inspections** • **Report on separate lines the (a) Corrected within 30 days, (b) Abated, (c) Approved Extensions** • **Section 7.6: Add Failed Section to Inspections Workload and Pass Rate Chart**
	45) Develop Contract tracking and administration tools by which to assess Contractor performance	3/31/2009	2/24/2009		Tracking documents completed; additional supporting documents submitted in March 2009
Increase performance, capacity and efficiency at MDPHA	46) Provide technical assistance to MDPHA	Duration of MOU		HUD Oversight Team and County	

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AREA: PROGRAM MANAGEMENT – OTHER SECTION 8 PROGRAMS					
Improve regulatory compliance, performance, and administrative fee funding of the Section 8 Moderate Rehabilitation (Mod Rehab), Single Room Occupancy (SRO), and Shelter Plus Care (SPC) Programs	47) Achieve at least 95 percent quarterly lease up rate in each program	6/30/2009 then duration of MOU		County: Gregg Fortner and Crystal Coleman	MDPHA has been working very closely with service providers who conduct the outreach for homeless individuals to make sure that we reach a minimum 95% occupancy rate. As a result, MDPHA is requesting an extension to 9/30/2009. **August '09 Update: As of June '09, there had been significant improvement in the lease up rate of both Shelter Plus Care and SRO programs to 93% and 97%, respectively.**
	48) Achieve a Public and Indian Housing Information Center (PIC) monthly reporting rate of at least 95 percent or other minimum required by HUD for the Moderate Rehabilitation and Single Room Occupancy (SRO) programs	6/30/2009 then duration of MOU			MDPHA staff is working to reduce and correct errors to reach a minimum 95% occupancy rate. **August '09 Update: As of July 31, 2009, the PIC rate for Moderate Rehabilitation program is 71.26%. Additional time is required; therefore MDPHA will request an extension to 2/28/2010.**

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Ensure proper and effective administration of the Section 8 Mod Rehab, SRO, and SPC Programs	**49) Develop program tracking and administration tools by which to assess staff and program performance**	**3/31/2009**	**3/31/2009**	County: Gregg Fortner and Crystal Coleman	Tracking and Administration Tools completed. **<u>August '09 Update</u>: MDPHA's Contract Administration division provided US HUD, per their request, with five reports reflecting current assessment data which were based on tracking tools developed in March: 1) Housing Choice Voucher Program – Monthly Management Report for June 2009; 2) Status Report for HCV & Special Programs – July 2009; 3) Program Performance Evaluator – July 2009; 4) Mod Rehab Report; and 5) Shelter Plus Care and Single Room Occupancy Report for June 2009**
	50) Assess program performance and make a recommendation to the County for exercising the additional contracting option under the Section 8 Contract	6/30/2009			MDPHA's Contract Administration division has started its assessment in the following areas: lease-up, inspections, re-exams, contract renewals, tenant rent and hap calculations, and public & indian housing information center (PIC) reporting. Additional time is required to complete this assessment;

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					therefore an extension to 9/30/2009 is requested. **<u>August '09 Update</u>: MDPHA's Contracts Administration Division was instructed to conduct an assessment of its operations which was provided to the MDPHA Director. A recommendation regarding the contracting out of the other Section 8 programs will be presented to the full BCC by 11/30/2009. Therefore, MDPHA will request an extension to 11/30/2009.**
	51) If program is contracted out, re-establish performance baseline and measures	9/30/2009			**<u>August '09 Update</u>: The contracting out option is still a possibility, but is dependant upon the decision regarding task #50. If the decision is made to contract out, then MDPHA will request an extension to 2/28/2010.**
Increase performance, capacity and efficiency at MDPHA	52) Provide technical assistance to MDPHA	Duration of MOU		HUD Oversight Team and County	
AREA: PROGRAM MANAGEMENT – PUBLIC HOUSING					
Operate Helen Sawyer Plaza without a deficit	53) Execute interim MOU with DHS	12/31/2008	2/20/2009	County: MDPHA Exec. Director, Phyllis Tynes-Saunders, Alex Ballina, Jennifer Glazer-Moon HUD Oversight Team	MDPHA was unsuccessful in entering into a MOU with DHS. As of 4/1/2009 MDPHA **resumed** management of the property.

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	54) Solicit Service Providers to operate the ALF	3/31/2009	2/20/2009	Alex Ballina, Mari Saydal-Hamilton	On 3/4/2009 Human Services notified staff and residents that MDPHA's Asset Management division will resume management effective 4/1/2009 and confirmed that existing services will continue as per budgetary constraints.
	55) Select, negotiate and approve contractor	6/30/2009	2/20/2009		
	56) Explore options for financial sustainability including: • Supplemental funding from the County • Returning property to traditional public housing • Disposition of units • Project basing • Reducing the number of Assisted Living Units	6/30/2009	6/30/2009	County: Craig Clay Donna Ayala (HUD)	The agency has determined that it is financially viable to run the facility in-house. The agency anticipates operating the facility within the partial revenues received for operating subsidy, tenant rents, and Medicaid waivers.
	57) Make final determination for the sustainability of Helen Sawyer Plaza	6/30/2009	6/30/2009		Same as #57.
Reduce Long Term Vacancies by 500 units (725 units identified as long term vacancies as of 11/30/2008)	58) Continue use of Job Order Contracts put into place during HUD possession of MDHA to expedite turnaround of long term vacancies and work order execution by County staff	On-going		County: Gregg Fortner, Alex Ballina, Jeannie Mendoza, Mari-Saydal-Hamilton HUD Oversight Team	Jan '09 – Weekly meetings among ALC, PH regional mgrs & director started to expedite eligibility process and move-in procedure. Streamlined, cohesive plan developed to expedite applicants from '08 waiting list. Vacancy report modified to better identify vacancies and match with applicants' family composition. **<u>August '09 Update</u>: Weekly meetings are ongoing.**

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	59) Complete turnaround of 125 units per quarter	59a	03/31/2009	6/30/2009		187 units turned around in the third quarter of FY 2009.
		59b	06/30/2009	6/30/2009		134 units turned around in the third quarter of FY 2009.
		59c	9/30/2009			
		59d	12/31/2009			
	60) Provide technical assistance to the Applicant Leasing Center to ensure families are identified for immediate occupancy of turned units		3/31/2009	3/31/09		Technical assistance provided by HUD and MDPHA's Compliance division.
	61) Occupy long term vacant units when turnaround is complete	61a	3/31/2009	6/30/2009		546 appointments scheduled as of 6/30/2009. See response to 59a.
		61b	6/30/2009	6/30/2009		4,368 appointments scheduled as of 6/30/2009. See response to 59b.
		61c	9/30/2009			
		61d	12/31/2009			
Develop a plan for Heritage Village and implementation	62) Identify options for Heritage Village Turnkey III project and develop a plan for the units		3/31/2009	3/31/2009	County: MDPHA Exec. Director, Alex Ballina, Karen Zelada	Section 32 Homeownership plan is complete with HCD committee to review in September 2009 with anticipated submission to HUD in October 2009. July '09 update: Plan to be presented to HDC in Sept '09.
	63) Beginning implementing the plan		4/30/2009	4/29/09		MDPHA provided draft plan to local HUD office on 4/29/2009 for informal review and comment. HUD approved MDPHA's request to begin working with clients.

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MDPHA Action Plan

Part of Memorandum of Understanding (MOU) between the County of Miami-Dade, Miami-Dade Public Housing Agency and the U.S. Department of Housing and Urban Development

August Report 2009

Note: Updated sections shaded in yellow with bolded text. Light blue reflects completed task.

Objective/Goal	Task	Target Accomplishment Date	Actual Accomplishment Date	Lead Staff	Comments/ Accomplishments
Increase performance, capacity, and efficiency at MDPHA	64) Provide technical assistance to MDPHA	Duration of MOU		HUD Oversight Team and County	
AREA: PROGRAM COMPLIANCE					
Comply with Section 504 and ADA requirements	65) Re-negotiate the Voluntary Compliance Agreement (VCA) with HUD	6/30/2009		County: Gregg Fortner, Jorge Cibran HUD Oversight Team, HQ Office of Field Operations, HQ and Regional FHEO and the Miami Field Office	HUD team is addressing issue with local HUD office. MDPHA response to VCA monitoring review sent to HUD's Fair Housing and Equal Opportunity (FHEO) Regional Office on 12/18/2008, HUD's Field Environmental Officer (FEO) to respond 1st week of Feb '09. A technical assistance meeting was held with US HUD on 3/26/2009. US HUD provided updated information on tolerances that would apply to UFAS units. MDPHA has developed three options for the 478 UFAS units and has made its recommendation for approval of option #3, which identifies the names of the projects, the scope of work and the schedule for the 478 units that will be modified to meet the requirements of the VCA and is the only option that is

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Objective/Goal	Task	Target Accomplishment Date	Actual Accomplishment Date	Lead Staff	Comments/ Accomplishments
					economically viable. MDPHA sent recommended amendments to VCA to HUD on 5/11/2009 and is awaiting response. As a result, an extension to 8/31/2009 was requested. **<u>August '09 Update</u>: MDPHA is awaiting response from HUD regarding this extension request.**
	66) Comply with all corrective actions as outlined in the re-negotiated VCA	Duration of MOU based on VCA dates			
Close Management Decisions in HUD OIG Audits that were issued to MDHA while in HUD possession	**67) Close remaining findings for Audit #2006-AT-1001 (Section 8)**	**1/31/2009**	**12/23/2008**	County: Gregg Fortner, Craig Clay, Mari Saydal-Hamilton, Alex Ballina HUD Oversight Team	Re-opened under audit #2008-AT-0801. MDPHA response sent 1/24/08 and requested closeout letter from US HUD OIG.
	68) Close remaining findings for Audit #2008-AT-0002 (CFP HOPE VI)	12/31/2009			5 of 7 audit findings closed on 8-22-2008. 1A is under HUD HTR review and pending closure. 2A MDPHA's Finance division is currently auditing open Capital Fund grants.
	69) Close remaining findings for Audit #2008-AT-0004 (CFP/HOPE VI)	12/31/2009			MDPHA's Finance division's audit of Capital Fund grants will enable close-out.

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MDPHA Action Plan

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August Report 2009

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Objective/Goal	**Task**	Target Accomplishment Date	Actual Accomplishment Date	**Lead Staff**	**Comments/ Accomplishments**
Increase performance, capacity and efficiency at MDPHA	70) Provide technical assistance to MDPHA	Duration of MOU		HUD Oversight Team and County	

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MDPHA Action Plan

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August Report 2009

Note: Updated sections shaded in yellow with bolded text. Light blue reflects completed task.

REPORT PERIOD	NUMBER OF TASKS COMPLETED DURING THE MONTH	TOTAL NUMBER & OVERALL PERCENTAGE OF TASKS COMPLETED	TASKS COMPLETED AND./OR COMMENTS
January 2009	7	7	Completed: 4, 11, 15, 17, 21, 34, and 67
February 2009	4	11	Completed: 45, 53, 54, and 55
March 2009	4	15	Completed: 18, 49, 60, and 62 (added as completed for April report correspondence)
April 2009	4	19	Completed: 1, 3, 23, and 63
May 2009	0	19	
June 2009	7	26	Completed 2a, 59a, 59b, 61a, 61b, 56, and 57
July 2009	1	27	Completed #13
August 2009	**2**	**29**	**Completed #12, 32a**
September 2009			
October 2009			
November 2009			
December 2009			
January 2010			
February 2010			
March 2010			
April 2010			
May 2010			
June 2010			
July 2010			
August 2010			
September 2010			
October 2010			
November 2010			
December 2010			
Total			

Revised 9.1.2009

Task 2A

MDPHA Inter Agency Working Group

Agenda – August 5, 2009

- Introduction of new MDPHA Executive Director – **Cynthia C.**
- Remarks – **Gregg F.**
- HOPE VI Expanded Area – **Jorge C.**
- Expediting HOPE VI Activities – **Cynthia C./Jorge C.**
- Follow-up Items from last meeting – **All**
- Comments - **All**
- Action Items for Next Meeting – **Cynthia C./Gregg F.**

COUNTY EXECUTIVE OFFICE

Cynthia W. Curry, Senior Advisor to the County Manager

Meeting Title: MDPHA Interagency Working Group

Wednesday, Aug.5,2009 2:00 – 3:30 p.m.

NAME	ORGANIZATION & ADDRESS	TELEPHONE NUMBER	EMAIL ADDRESS
Clarence D. Brown	OCED 701 NW 1st CT. 14th FL	786-469-2221	cdbrown@miamidade.gov
Alex Ballina	MDPHA		~~Ballina@miamidade.gov~~
Mari Saydel-Hamilton	MDPHA	786-469-4154	RMS@MIAMIDADE.GOV
Carlos Bianchi	ETSD	305 596 8469	Cab@miamidade.gov
GIOVANNI AREAN	ETSD	305 375-1748	GIO@MIAMIDADE
SILVIA LOPEZ	OCI	305-375-4862	SLOPEZ@MIAMIDADE.GOV
WILLIS C. PATTERSON	FINANCE	305-375-5080	WCP@MIAMIDADE.GOV
Crystal Coleman	MDPHA	305-877-6572	~~crystal~~ crystal@miamidade.gov
CRAIG L. CLAY	MDPHA	786-469-4192	cclay@miamidade.gov
Virginia Washington	HR-111 NW 1 St. Suite 2010	(305)375-1793	vxw@miamidade.gov
JORGE CIBRAN	MDPHA		JCIBRAN@MIAMIDADE.GOV
JANICE WALTERS	DPM	305 375-1416	jmartin@miamidade.gov
Jose L. Rivero	MDPHA	786-469-4248	JLRivero@miamidade.gov
Sherra McLeod	MDPHA	786-469-4109	sdmc@miamidade.gov
Annette Molina	MDPHA	786-469-4110	amoli@miamidade.gov
Cara Tuzeo	MDPHA	305-375-4347	catuzeo@miamiddde.gov
GREGG FORTNER	MDPHA	786-469-4106	FORTNER@MIAMIDADE.GOV
AIMEE CABRERA	GSA	305-375-1156	AIM1@MIAMIDADE.GOV
Cynthia Curry	CEO	3.375-4126	cwcurry@miamidade.gov.

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Task 32A

MDPHA Process Improvement (Finance Division) - Implement Business Process Review Recommendations from Deloite & Touche - MOU Tasks #32a			
Activities Identified to Implement Cash Management Recommendations			
Sub-Process	**Key Implementation Activities**	**Date Completed**	**Comments**
Cash Position Report	Implement a biweekly cash position report that will provide the cash position by program	12/31/2008	Cash position is analyzed each week after all postings.
Three-Month Cash Forecast	Implement a three-month cash forecast by program	12/31/2008	A 3 month cash forecast is produced based on anticipated program revenue
Bank Reconciliation	Improve the bank reconciliation process		The bank reconciliation process is being worked on. The implementation of separate bank accounts by program will assist in improving the bank reconciliation process.
Revenue Cycle -- Tenant Receipts and Collections/Write-offs "To Be" Process Concept Discussion			
Current Implementation Activities - Key Activities		**Date Completed**	**Comments**
	Implement a process that drives the efficient and accurate processing and recording of tenant receipts		The Agency will be implementing a lockbox to accept tenant cash receipts. The implementation will be effective 10/1/2009. Additionally, the Agency will be the first PHA (public housing agency) in the nation to introduce the ability to accept tenant rent payments on-line. This implementation is forthcoming. It is expected to be available by 11/1/2009. We continue to expand our direct debit process, which allows the Agency to automatically deduct rent payments from a checking or savings account. The Agency has enrolled 1,303 individuals in the program (289 were enrolled when we began the process improvement).
	Implement a process to address aged tenant receivables in accordance with GAAP, HUD, Miami-Dade County, and MDPHA policies	9/30/2008	Aged tenant receivables are reviewed each quarter and written off as necessary. Comprehensive effort is made with the Finance Department Credit and Collections unit to assist with aged receivables.
Expenditure Cycle -- "To Be" Process Concept Discussion			
Sub-Process	**Implementation Activities - Key Activities**	**Date Completed**	**Comments**
AP & Cash Disbursements	Implement the centralization of invoices to decrease the processing time spent by AP staff when processing vendor invoices, and extremely overdue balances are brought current	5/31/2008	The Agency changed the process in May 2008 to require all vendors to send accounts payable invoices to one location. The Agency has improved its timeliness of payment through this initiative.

Revised 9.1.2009

Accruals & Prepaids	Implement the centralization of invoices to allow Accounts Payable to receive all vendor invoices timely to facilitate the recording of MDPHA expenses in the proper accounting period and the subsequent implementation of monthly accruals	5/31/2008	
Capital Fund Program "To Be" Process Concept Discussion			
Sub-Process	**Implementation Activities - Key Activities**	**Date Completed**	**Comments**
Budget	Implement a control activity assuring that the approved CFP budget amounts are complete, accurate, and updated in corresponding systems	12/31/2008	Staff changes were made in the Capital Fund budget area. Finance staff with budget experience was moved to the Facilities and Development Division to assist construction managers with putting together budgets, analyzing expenditures, and making adjustments where necessary.
Budget Revisions	Establish a process to verify accuracy of recording budget revisions	5/31/2008	A budget revision form was created for staff to use when requesting budget revisions. All of these forms must be approved by the appropriate supervisory staff with final approval done by the Chief Financial Officer.
Obligations	Establish a process to efficiently provide timely and accurate information on budget balances to AMPs and COCC	9/30/2008	Monthly financial reports are produced and are made available for all staff. Staff are required to review these reports and provide feedback if necessary.
Expense and Revenue	Implement a quality control process for verifying accuracy of general code for invoices prior to entering in ECS	11/30/2008	The accounts payable process has been changed to include a comprehensinve review of all invoices prior to posting to the general ledger and prior to check processing.
Section 8 "To Be" Concept Discussion			
Process	**Implementation Activities - Key Activity**	**Date Completed**	**Comments**
Section 8	Implement a comprehensive quality control process assuring that tenant files are complete, accurate, and updated with correct information and with appropriate sign-off	4/1/2009	The Section 8 Housing Choice Voucher program was outsourced to a private contractor effective April 1, 2009. The contract with the contractor requires several process improvement initiatives, including improving the quality of the paper and electronic tenant files.

Task #43

Elite Modules	Quadel Access	Read	Write
AP- Account Payable Public Housing Accounting			
AR- Accounts Receivable Public Housing Accounting			
FSS-Family Self-Sufficiency Process FSS Clients	X	X	X
GL-General Ledger Account Setups			
IN-Inspections Process inspections	X	X	X
LIPH Low Income Public Housing Public Housing			
OS-Operating System	X	X	
RR-Rent Reasonableness Rent reasonable determination			
S8-Section 8 Process Section8 Residents	X	X	X
WL-Waiting List Tracks waiting list applicants	X	X	
Partner Portal Section 8 Web site that allows vendors to see their information	X	X	X

MIAMI-DADE PUBLIC HOUSING AGENCY

MIAMI-DADE HOUSING CHOICE VOUCHER PROGRAM

MONTHLY MANAGEMENT REPORT

June 2009

Tab 44

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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	14,609											14,609
Total HCV Leased	13,605	13,480	13,357											13,480
% HCV Leased of Allocated	93.1%	92.3%	91.4%											92.3%
New Contracts	10	49	58											117
Total Participants Terminated	41	5	172											218
Net Contracts Increase/Decrease	-31	44	-114											-101
Total Vouchers Issued To New Applicants	169	0	0											169
Total Vouchers Issued To Transfers	305	146	199											650
Total Inspections Completed	955	1,061	2,483											4,499
Inspections: Overall Pass Rate	50.7%	46.1%	39.0%											43.2%
Total Rent Increases Completed	295	114	46											455
Total Reexaminations Completed	2,506	1,262	1,031											4,799
PIC Reporting Rate	58.69%	61.75%	NA											61.75%
Total HAP Expenditures ($m)	$10.6	$11.6	$12.2											$34.4
Average HAP Payment ($)*	$739.0	$857.0	$803.0											$799.7
Total UAP Expenditures ($k)	$83.8	$91.7	$94.7											$270.2
Average UAP Payment ($)	$52.0	$56.0	$57.0											$55.0
Total Owner / Agents on Program	7,555	7,647	7,764											7,647
Total Participants Enrolled in FSS	194	185	181											560
Total HCV Families with Children Living in LP	739	734	730											734
% of HCV Families with Children Living in LP	11.9%	11.8%	11.8%											11.8%
Total Adker Decree leased on Program	1,347	1,340	1,346											1,340

**Average HAPs much higher in May than in April because of a high volume of rent increases and adjustments, many of which were retroactive, that were paid in the May check-runs.*

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	14,609	14,609										0	14,609
Total HCV Leased	13,605	13,480	13,357										0	13,480
Incoming Billable Ports	0	0	0										0	0
Total Leased and Administered	13,605	13,480	13,357										0	13,480
% Total Leased of Allocated	93.1%	92.3%	91.4%										0.0%	92.3%
Total Leasing Goal	NA	NA	NA										0	NA
% of Leasing Goal Achieved	NA	NA	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	1,340	1,346										0	1,340
Portability Move Outs	0	12	12										0	12
Total Leased and Ported	1,347	1,352	1,358										0	1,352

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										0	0
Waiting List Applicants Invited	0	0	0										0	0
Initial Interviews Scheduled	0	0	0										0	0
Initial Interviews Conducted	0	0	0										0	0
Determined Eligible	0	0	0										0	0
Vouchers Issued	0	0	0										0	0
RFTAs Received	NA	NA	0										NA	NA
New Contracts	NA	NA	0										NA	NA

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	0										0	169
RFTAs Received	NA	NA	52										0	52
New Contracts	NA	NA	21										0	21

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
Vouchers Issued	305	146	199										0	650
RFTAs Received	383	NA	337										0	720
New Contracts	10	31	65										0	106
Processed for Porting Out	9	21	16										0	46

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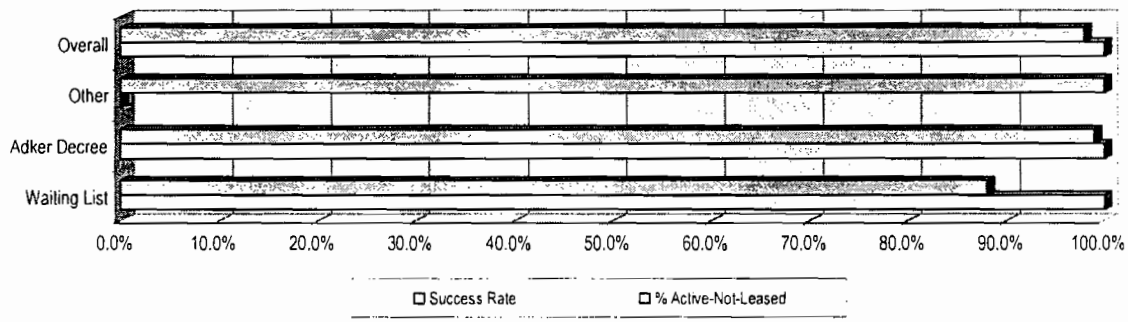
SECTION 4.0: SUCCESS RATES

4.1 Success Rates by Type of Applicant -- Applicants With Outcomes (leased or the voucher expired) during the Period:** **April 2009-September 2009**

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	25	22	88.0%	5	20.0%	0	100.0%
Adker Decree	194	192	99.0%	2	1.0%	0	100.0%
Other	26	26	100.0%	0	0.0%	0	0.0%
Overall	**245**	**240**	**98.0%**	**7**	**2.9%**	**0**	**100.0%**

Applicants by Tenant Type



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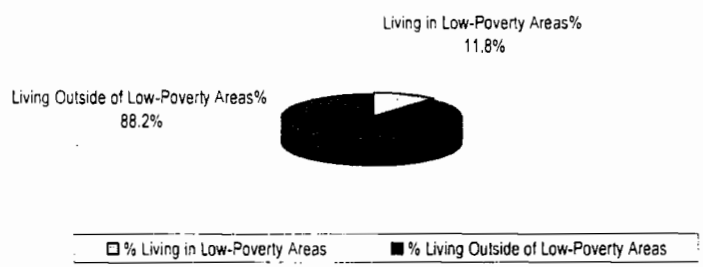
SECTION 5.0: DECONCENTRATION

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 HCV Families with Children	6,220	6,197	6,198										0	6,198
Moved during the Month	15	23	38										0	76
Moved to Low-Poverty Areas	0	0	0										0	0
% who Moved to Low-Poverty Areas	0.0%	0.0%	0.0%										0.0%	0.0%
Total Living in Low-Poverty Areas	739	734	730										0	730
% Living in Low-Poverty Areas	11.9%	11.8%	11.8%										0.0%	11.8%

*Families living in Low-Poverty are based on a list provided by MDPHA in April 2009.

Families with Children Living in Low-Poverty Areas



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SECTION 6.0: SPECIAL PROGRAMS

NOTE: For Homeownership, 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 individu 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.	YTD
Total Enrolled	194	185	181										0	181
FSS Families with Escrow Balance	96	85	85										0	85
% With Escrow Balance	49.5%	45.9%	47.0%										NA	47.0%

**The information reported above is based on the system-of-record. A recent audit found 124 enrolled FSS participants, of which 107 have escrow balances, or 86.3%*

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	0	0										NA	NA
Completed Counseling	0	1	2										NA	NA
Received Approval From a Bank	0	4	5										105	114
Closed on a House	2	4	2										163	171

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SECTION 7.0: INSPECTIONS

7.1 HQS Enforcement of Life Threatening Violations

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
First Emergency Inspections	8	5	4										0	17
Unit Passed	4	0	1										0	5
Owner Responsibility: Abated	3	5	3										0	11
Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs	0	0	0										0	0
Joint Responsibility: Abated & Notified Tenant of Intent Term within 24 hrs	0	0	0										0	0
Unknown/Pending	0	0	0										0	0
Emergencies Addressed on Time	7	5	4										0	16
Percent Addressed on Time	87.5%	100.0%	100.0%										0.0%	94.1%

7.2 HQS Enforcement of Fail Inspections

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	180	305	981										0	485
Corrected within 30 Days	86	186	NA										0	272
Abated	48	82	NA										0	130
Approved Extensions	0	0	NA										0	0
Percent Addressed on Time	74.4%	87.9%	NA										0.0%	82.9%

SECTION 7.0: INSPECTIONS

7.3 Annual Inspections

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	NA	NA	969										0	
Moved/Terminated Before Inspection	NA	NA	35										0	
Inspections Completed On Time	NA	NA	779										0	
Percent in Compliance	NA	NA	84.0%										0.0%	

**Methodology for tracking on-time inspections is awaiting formal definition of when an inspection is du*

7.4 Quality Control Inspections

Quality Control Rating of HQS Inspections	April - June	July - September	October - December	January - March	Prior Period Adj.	YTD
Total QC Inspections Completed	73				0	73
Total Passing Quality Control*	50				0	50
Percent Passing Quality Control	68.5%				0.0%	68.5%

**Total QC Inspections Passed indicates whether the inspector conducted the initial inspection correctly, not whether the unit passed HQS*

7.5 Processing Timeframes for Abatements

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 Abatements Lifted	47	10	16										0	73
# Lifted within 3 business days of Pass	0	0	3										0	3
Percent lifted in 3 days	0.0%	0.0%	18.8%										0.0%	4.1%

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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
Total Attempted		**1,089**	**1,291**	**2,756**										**0**	**5,136**
No-Entry Fails		**134**	**231**	**273**										**0**	**638**
Completed	Annuals	464	531	1,696										0	2,691
	Annual Re-Inspects	149	214	391										0	754
	Initial/COD	257	145	219										0	621
	Initial/COD Re-Inspects	60	106	85										0	251
	Complaints	15	19	44										0	78
	Emergency	8	7	6										0	21
	Quality Control	2	39	42										0	83
	Other	0	0	0										0	0
Total Completed		**955**	**1,061**	**2,483**										**0**	**4,499**
Passed	Annuals	248	265	647										0	1,160
	Annual Re-Inspects	116	150	227										0	493
	Initial/COD	126	66	93										0	285
	Initial/COD Re-Inspects	49	92	65										0	206
	Complaints	7	3	20										0	30
	Emergency	4	0	1										0	5
	Quality Control	2	19	21										0	42
Total Passed		**552**	**595**	**1,074**										**0**	**2,221**
% Passed	Annuals	53.4%	49.9%	38.1%										0.0%	43.1%
	Annual Re-Inspects	77.9%	70.1%	58.1%										0.0%	65.4%
	Initial/COD	49.0%	45.5%	42.5%										0.0%	45.9%
	Initial/COD Re-Inspects	81.7%	86.8%	76.5%										0.0%	82.1%
	Complaints	46.7%	15.8%	45.5%										0.0%	38.5%
	Emergency	50.0%	0.0%	16.7%										0.0%	23.8%
	Quality Control	100.0%	48.7%	50.0%										0.0%	50.6%
Total % Passed (of Completed)		**57.8%**	**56.1%**	**43.3%**										**0.0%**	**49.4%**
Total % Passed (of Attempted)		**50.7%**	**46.1%**	**39.0%**										**0.0%**	**43.2%**

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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	911	808										0	NA
Annual Reexaminations Completed	NA	NA	NA										0	NA
% Complete on Time	NA	NA	NA										0.0%	NA
Total Reexaminations Processed*	2,506	1,262	1,031										0	4,799

*Includes Annual & Interim Reexaminations.

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	8,000	8,590	NA										0	8,590
Missing/Outdated in PIC	5,630	5,321	NA										0	5,321
VMS Required in PIC	13,630	13,911	NA										0	13,911
PIC Reporting Rate	58.69%	61.75%	NA										0	61.75%

*PIC data for June 2009 was not accurate in PIC at the time of reporting, as acknowledged by the PIC/REAC center

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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	16,202	18,196										0	54,222
Calls Answered	19,416	15,760	17,064										0	52,240
Calls Abandoned	408	442	1,132										0	1,982
Abandonment Rate	2.06%	2.73%	6.22%										0	3.66%
Average Time-to-Answer	0:00:24	0:00:28	0:01:04										0	0:00:37
Average Talk Time	0:05:31	0:05:07	0:04:57										0	0:05:10
Service Level*	83.87%	84.21%	66.43%										0	78.85%

**Percent of calls answered within 20 seconds*

9.2 Walk-Ins, Appointments, & Briefings

Customer 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	3,272	0										0	5,474
Total In-Person Appointments*	601	72	1,168										0	1,841
Adker Briefing Attendance	169	0	0										0	169
Other Briefing Attendance	50	29	320										0	399
Landlord Meeting Attendance	0	182	554											736
Total In-Person Interaction	3,022	3,555	2,042											8,619

**The current capacity for in-person appointments is over 2,000 per month.*

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	$11.6	$12.2										$0.0	$34.4
UAP Expenditures ($k)	$83.8	$91.7	$94.7										$0.0	$270.2
Total HAP/UAP Expenditures	$10.7	$11.7	$12.3										$0.0	$34.7
Authorized HAP/UAP	NA	NA	NA										NA	NA
HAP Utilization (%)	NA	NA	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	$857	$803										$0	$800
Average UAP ($)	$52	$56	$57										$0	$55
Average HAP - 1 Bedroom ($)	$598	$631	$636										$0	$622
Average HAP - 2 Bedroom ($)	$694	$745	$753										$0	$731
Average HAP - 3 Bedroom ($)	$885	$974	$982										$0	$947
Average HAP - 4 Bedroom ($)	$1,045	$1,172	$1,180										$0	$1,132

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	$10.9	$11.2										$0	$32.5
Interim Check-Run ($m)	$0.3	$0.7	$1.1										$0.0	$2.1
Total HAP/UAP Expenditures ($m)	$10.7	$11.6	$12.3										$0.0	$34.6
ACH (Direct Deposit) Payments	2,596	2,652	2,738										0	7,986
Check Payments	4,959	5,064	5,116										0	15,139
% by Direct Deposit	34.4%	34.4%	34.9%										0.0%	34.5%

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	1,095	1,070	1,038	1,158	1,530	1,909	1,636	1,889	1,123	845	895	831	562	15,581
Total Files Missing	396	490	331	54	57	71	80	68	63	49	99	29	103	1,890
Total Files Received	699	580	707	1,104	1,473	1,838	1,556	1,821	1,060	796	796	802	459	13,691
Missing %	36.2%	45.8%	31.9%	4.7%	3.7%	3.7%	4.9%	3.6%	5.6%	5.8%	11.1%	3.5%	NA	12.1%

**The Prior Period Adjustment column includes 59 files received that did not have reexamination dates falling in the months of July, August, September, October, November, December, January, February, or March. It also includes 103 instances of a file that was listed twice, with different reexamination months, on the file 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
	May-09	Jun-09	Variance	May-09	Jun-09	Variance	Total
Elderly/Non-elderly							
Age 62 and over	4,543	4,457	-86	845	838	-7	5,295
Under Age 62	8,937	8,900	-37	19,871	19,832	-39	28,732
Unknown/Pending	0	0	0	0	0	0	0
TOTAL	13,480	13,357	-123	20,716	20,670	-46	34,027
Disabled	5,977	5,939	-38	2,592	2,623	31	8,600
Race							
White	6,428	6,334	-94	5,489	5,449	-40	11,783
Black	7,027	6,997	-30	15,186	15,180	-6	22,177
Others	25	26	1	41	41	0	67
TOTAL	13,480	13,357	-123	20,716	20,670	-46	34,027
Ethnicity							
Hispanic	6,637	6,554	-83	5,681	5,646	-35	12,200
Non-Hispanic	6,843	6,803	-40	15,035	15,024	-11	21,827
TOTAL	13,480	13,357	-123	20,716	20,670	-46	34,027
Bedroom Breakdown							
0 Bedroom	42	41	-1				
1 Bedroom	3,743	3,648	-95				
2 Bedroom	4,426	4,363	-63				
3 Bedroom	4,036	4,047	11				
4 Bedroom	1,107	1,133	26				
5+ Bedroom	126	125	-1				
Unknown/Pending	0	0	0				
TOTAL	13,480	13,357	-123				
Average Contract Rent	$1,012	$1,020	8				
Average HAP*	$791	$800	9				
Average TTP	$312	$310	-3				
Avg Gross Annual Income	$16,236	$16,257	21	$11,502	$11,440	-$62	
Avg Adj Annual Income (Total Household)	$11,714	$11,706	-8				
Percentage With Wage Income	23%	23%	0	5%	5%	0%	
Percentage Non-Elderly With Wage Income	33%	33%	0	3%	3%	0%	
Low Income (<80% of median)	798	792	-6				
Very Low Income (<50% of median)	2,600	2,584	-16				
Extremely Low Income (<30% of median)	9,966	9,867	-99				
Unknown/Pending	116	114	-2				
TOTAL	13,480	13,357	-123				

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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 END OF THE MONTH REPORTED. THEREFORE, DATA INCLUDED IN THIS REPORT THAT IS GENERATED FROM THE SYSTEM-OF-RECORD IS PULLED AS OF THE MONTH BEING REPORTED CALENDAR DAY THAT THE REPORT IS DUE.

"NA" APPEARS THROUGOUT 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.

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.

Net Contracts Increase/Decrease—New Contracts less *Total Participants Terminated.*

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 a unit and attempted to inspect 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, 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*

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*

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.

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.

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 relfect 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.

7.0: Inspections

Inspections provides information on the workload associated with conducting Housing Quality Standards (HQS) inpsections of units and the outcomes of those inpsections. For 7.1, 7.2, 7.3, and 7.4, the relevant SEMAP goal is noted.

7.1 HQS Enforcement of Life Threatening Violations

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

Unit Passed—Of *First 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—Of Units Failing HQS Inspections, the number that passed a reinspection within 30 days.

Abated—Of Units Failing HQS Inspections, the number that failed a reinspection within 30 days and were abated by the end of the calendar month being reported.

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Approved Extensions—Of Units Failing HQS Inspections, the number that 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.

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. This means the inspector of the first inspection passed the quality control review, not that the unit passed HQS.

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.

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.

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

Initial/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—Active vouchers that, prior to the month being reported, had a next reexamination date within the calendar month reported, regardless of year.

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 In-Person Appointments—Total number of individuals who arrived at MDHCV offices and met with an MDHCV staff member, 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.

Other Briefing Attendance—Total number of participants, landlords, or others who attended reexamination briefings, or other brieifings 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*.

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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, 17P, 217, 225, 228, 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*.

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.

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 ($)—The average of the HAP amounts for all active certifications.

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.

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