Memorandum

MIAMI-DADE COUNTY

Date: October 12, 2016

To: Honorable Chairman Jean Monestime
and Members, Board of County Commissioners

From: Carlos A. Gimenez
Mayor

Subject: PHCD's Section 8 Housing Choice Voucher Report for August 2016

This report is in response to a request made at the June 21, 2011 Board of County Commissioners (Board) meeting by Commissioner Rebeca Sosa for a monthly report on Public Housing and Community Development Department's (PHCD) Housing Choice Voucher (HCV) Program.

On May 20, 2014, the Board approved Resolution No. R-467-14 authorizing the County to execute agreements with Nan McKay and Associates, Inc. (NMA) and CVR Associates, Inc. for consultant services related to the oversight and management for the County's HCV Program.

The attached NMA monthly report covers metrics in the following areas:

- Leasing and Utilization
- Housing Assistance Payment (HAP) Expenditures
- Attrition of Active Participants
- Monthly Change in Units Leased
- Change of Dwelling Activity
- New Admissions Activity
- Section 8 Management Assessment Program (SEMAP)
- Public and Indian Housing Information Center (PIC) Reporting Rate
- Demographics by Head of Household
- Customer Service
- Annual Re-Examinations
- Family Self Sufficiency and Homeownership
- HCV Owners

The attached CVR Inspection report includes the following metrics:

- Housing Quality Standards (HQS) Enforcement of Life Threatening Violations
- HQS Enforcement of Failed Inspections
- Annual Inspections
- Quality Control Inspections
- Requests for Pre-Contract Inspections
- Inspections Workload and Pass Rate

If additional information is required, please contact PHCD Director Michael Liu at 786-469-4106.

Attachment

c: Abigail Price-Williams, County Attorney
Russell Benford, Deputy Mayor, Office of the Mayor
Michael Liu, Director, Public Housing and Community Development Department
Neil R. Singh, Interim Commission Auditor

MIAMI-DADE COUNTY: PUBLIC HOUSING & COMMUNITY DEVELOPMENT

Housing Choice Voucher Program Monthly Management Executive Summary Report – August 2016

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SECTION 1: EXECUTIVE SUMMARY

September 30, 2016 is the close of FY16; Nan McKay & Associates has begun end of year close out activities. These activities include beginning the Section Eight Management Assessment Program review and participating in the department's single audit.

Disclosure: Totals represented in prior reporting months are restated in current reporting month and updated once reconciled.

SECTION 2: LEASING AND UTILIZATION

Leasing Status	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
A. HCV UML Allocated	15,287	15,287	15,287	15,287	15,328	15,328	15,328	15,328	15,328	15,350*	15,350	15,350
B. Active Applicants & Participants [VMS]	14,090	14,142	14,140	14,162	15,362	15,378	15,373	15,098	14,879	14,783	14,690	14,669
C. Total Leased [VMS]	13,995	14,064	14,043	14,066	14,248	14,273	14,300	14,359	14,411	14,421	14,398	14,407
D. Voucher Utilization UML (%)	91.5%	92.0%	91.9%	92.0%	93.0%	93.1%	93.3%	93.7%	94.0%	93.9%	93.8%	93.9%
E. Leased in Miami-Dade County	13,765	13,814	13,852	13,876	14,045	14,067	14,089	14,147	14,183	14,184	14,160	14,162
F. Outgoing Payable Portables [VMS]	212	211	246	241	203	206	211	212	228	237	238	245
G. Active Vouchers Searching [VMS]	95	78	97	96	1,114	1,105	1,073	739	468	362	292	262
H. Incoming Billable Portables	0	0	0	0	0	0	0	0	0	0	3	5

A. Housing Choice Vouchers (HCV) Units Months Leased (UML) Allocated = HUD allocation for fiscal year (includes HUD VASH, HCV and PBV)

B. Active Applicants & Participants [VMS]=Includes Leased Participants in Miami-Dade(E) + Eligible Applicants/Participants [out of a unit] Searching (F)+Total Port Out Payables (G)

C. Total Leased [VMS] =Number of participants/units under a Housing Assistance Payments contract (HAP) leased as of first day of month [includes participants leased in Miami-Dade County and Outgoing Payable Portables leased in other jurisdictions]

D. Voucher Utilization (%) Unit Months Leased (UML)= Percentage of Participants/Units under a HAP contract as of 1st of the month [includes $0 HAP families]

E. Leased in Miami-Dade = Participants in a unit leased in Miami-Dade County

F. Outgoing Payable Portables [VMS]=Number of participants that have leased in a jurisdiction outside of Miami-Dade County

G. Active Vouchers Searching [VMS] = Number of Vouchers issued but not yet under a HAP contract; out of a unit and searching [Includes New Admissions, Port-ins, & COD's] in JAN 2016 this includes applicants from the waitlist

H. Incoming Billable Portables = Number of vouchers that MDHCV administers and bills to another PHA [MDHCV is currently billing all incoming portable vouchers].

**The increase in UML Allocation is due to the award of 22 VASH vouchers.*

SECTION 3: HOUSING ASSISTANCE PAYMENT [HAP] EXPENDITURES

HAP/ UAP	Sept-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
A.) Housing Assistance Payments (HAP)	$10,827,379	$10,939,696	$11,180,362	$11,583,294	$11,443,018	$11,242,352	$11,671,860	$12,351,076	$12,479,493	$12,253,491	$12,220,571	$12,301,116
B.) Utility Allowance Payments (UAP)	$131,126	$135,656	$139,084	$153,216	$150,824	$144,998	$154,652	$161,247	$167,982	$160,500	$164,781	$163,662
C.) Monthly HAP/UAP Expenditure	$10,958,505	$11,075,352	$11,319,446	$11,736,510	$11,593,842	$11,387,350	$11,826,512	$12,512,323	$12,647,475	$12,413,991	$12,385,352	$12,464,778
D.) (VMS) HAP/UAP Expenditure	$10,750,575	$10,912,829	$10,896,567	$11,225,652	$11,572,022	$11,735,050	$11,749,329	$11,802,222	$12,110,851	$12,208,266	$12,301,529	$12,395,501
E.) Budget Authority	$11,374,859	$11,374,859	$11,374,859	$11,374,859	$10,877,985	$10,877,985	$10,877,985	$10,877,985	$10,877,985	$10,877,985	$10,877,985	$10,877,985
F.) (VMS) Monthly % HAP/UAP Expenditure	97.36%	99.51%	95.80%	98.51%	106.38%	107.88%	108.01%	108.50%	111.33%	112.23%	113.09%	113.95%
G.) (VMS) Monthly (CYTD) % HAP/UAP Expenditure	96.47%	96.81%	96.71%	96.87%	106.38%	107.13%	107.42%	107.69%	108.42%	109.05%	109.63%	110.17%
H.) Total Leased [VMS]	13,995	14,064	14,043	14,066	14,248	14,273	14,300	14,359	14,411	14,421	14,398	14,407
I.) (VMS) Average HAP ($) *	$768.17	$780.00	$775.94	$796.63	$812.19	$822.19	$821.63	$821.94	$840.39	$846.56	$854.39	$860.38

A. Housing Assistance Payments [HAP] = Total dollar amount of Housing Assistance Payments [HAP] expenditure during the reporting month

B. Utility Assistance Payments [UAP] = Total dollar amount of Utility Assistance Payments [UAP] expenditure during the reporting month

C. Monthly HAP/UAP Expenditures = Total dollar amount of HAP/UAP expenditure during the reporting month

D. HAP/UAP Expenditures [VMS] = Total dollar amount of HAP/UAP expenditure during the reporting month from Voucher Management System [VMS] Report (includes total vouchers, portable vouchers administered (port-in), and 5-yr. mainstream)

E. Budget Authority = The maximum amount of funds available for HAP/UAP payment to PHCD

F. Monthly % HAP/UAP Expenditures (VMS) = Total monthly HAP/UAP Expenditures from VMS Report divided by Authorized HAP/UAP; expressed as a Percentage

G. Monthly (CYTD) % HAP/UAP Expenditures (VMS) = Total average HAP/UAP Expenditures from VMS Report divided by Authorized HAP/UAP; expressed as a Percentage

H. Total Leased [VMS] = Number of participants/units under a Housing Assistance Payments contract (HAP) leased as of first day of month [includes participants leased in Miami-Dade County and Outgoing Payable Portables leased in other jurisdictions]

I. Average HAP ($) (VMS) = Average HAP paid for all units including portability (based on Total HAP/UAP expenditures made in the month/ not adjusted) From VMS Report.

**The increase in HAP is related to both, the increase in the payment standards and the leasing of vouchers that were previously issued in November – January.*

SECTION 4: ATTRITION OF ACTIVE PARTICIPANTS

Change in Active Participants	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
A. Total Leased	13,765	14,064	14,043	14,066	14,248	14,273	14,300	14,359	14,411	14,421	14,398	14,407
B. End of Participation (Actual)	54	69	56	68	100	103	110	113	111	61	39	94
C. End of Participation (YTD)	562	631	687	755	100	203	313	426	537	598	637	731
D. YTD Attrition (%)	4.08%	4.49%	4.89%	5.37%	0.70%	1.42%	2.19%	2.97%	3.73%	4.15%	4.53%	4.97%
E. End of Participations Processed in Month	54	83	53	87	58	78	192	90	145	166	95	140
F. End of Participations Reversed in Month	0	1	1	0	3	4	1	0	2	2	3	1

A. *Total Leased = Number of participants/units under a Housing Assistance Payments contract (HAP) leased as of first day of month [includes participants leased in Miami-Dade County and Outgoing Payable Portables leased in other jurisdictions]*
B. *End of Participation (Actual)= Number of participants with a program exit effective in the reporting month*
C. *End of Participation (YTD)= Number of participants with a program exit [cumulative YTD]*
D. *Attrition = Terminations (B) /Total Active Participants (A) = Attrition % [cumulative YTD]*
E. *EOP's Processed in Month= End of Participation processed in the reporting month (with an effective date in the future or past)*
F. *EOP's Reversed in Month= End of Participation reversed in the reporting month*

SECTION 5: MONTHLY CHANGE IN UNITS LEASED

Change in Units Leased	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
A. Leased Units at beginning of the Month (VMS)	13,846	13,995	14,064	14,043	14,066	14,248	14,273	14,300	14,359	14,411	14,421	14,398
B. New Admissions under contract (+)	95	153	115	212	136	137	156	88	82	36	44	23
C. EOP Reversals (+)	5	1	1	0	3	4	1	0	2	2	3	1
D. Participant Did Not Move in a Unit in Prior Month (-)	61	93	103	99	97	104	107	21	83	62	54	62
E. Participant Searching (moved during reporting month) (-)	44	54	46	48	52	58	53	58	61	58	55	44
F. Port-Ins Absorbed by PHCD (+)	2	14	13	16	5	19	9	12	7	11	8	0
G. EOP's (-)	54	69	56	68	100	103	110	113	111	61	39	94
H. Other Changes (+/-)	206	117	55	10	287	130	131	151	216	127	70	174
I. Total Vouchers Leased (VMS)	13,995	14,064	14,043	14,066	14,248	14,273	14,300	14,359	14,411	14,421	14,398	14,407

A. Leased Units at Beginning of the Month [VMS] = Total number of units under a HAP contract as of 1st day of the month
B. New Admissions under Contract = New program participants leased with an effective date in the reporting month
C. EOP Reversals = Number of participants where an "end of participation" was reversed
D. Participant did not move in a unit in prior month= where tenant did not occupy a unit in prior month and are leased in the reporting month
E. Participants Searching = Vouchers issued to tenants with a move out date with no future move in date in the reporting month
F. Port-Ins Administered by PHCD=Participants Absorbed by PHCD
G. EOP's = End of participation's [EOP] effective in the reporting month [includes Port Outs where receiving PHA absorbed tenant, and tenants with program violations]
H. Other changes = plus /negative depending on leased units at beginning of the month (plus new admissions plus EOP reversals minus move out in prior month minus participant searching during reporting month plus port-ins minus port-put EOPs)
I. Total Vouchers Leased = Number of participants/units under a Housing Assistance Payments contract (HAP) leased as of 1st day of month [includes participants leased in Miami-Dade County and Outgoing Payable Portables leased in other jurisdictions]

SECTION 6A: CHANGE OF DWELLING ACTIVITY

Change of Dwelling (COD) Activity	Sep-15	Oct - 15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May -16	Jun-16	Jul-16	Aug-16
A. COD Requests Received	172	302	233	338	260	241	288	197	405	425	382	355
B. COD Vouchers Issued	329	297	182	177	94	191	333	359	361	307	443	295
C. COD RFTAs Received	289	163	164	171	153	122	170	164	138	119	186	201
D. COD New Contracts	111	74	61	124	81	77	123	138	121	125	143	123
E. Outgoing Portable Vouchers Issued	49	99	32	89	56	55	50	63	34	36	37	30

A. *COD Request Received = Number of Change of Dwelling Request received in the reporting month*
B. *COD Vouchers Issued= Number of Change of Dwelling Vouchers issued in the reporting month*
C. *COD Request for Tenancy Approvals (RFTA) Received=Number of Request for Tenancy Approvals (RFTA) received in the reporting month*
D. *COD New Contracts= Number of new COD Housing Assistance Payment (HAP) contracts executed*
E. *Outgoing Portable Vouchers Issued = Number of participants with a COD Portability voucher to lease in another jurisdiction*

SECTION 6B: NEW ADMISSIONS ACTIVITY

New Admission Activity	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
A. New Admission Vouchers Issued	117	284	39	97	51	12	44	38	14	13	0	0
B. New Admissions (RFTA) Received	155	193	231	251	133	91	83	61	38	26	18	6
C. New Admission under Contract	95	116	51	152	126	137	156	88	82	36	44	23

A. New Admission Vouchers Issued = Number of New Admission Vouchers Issued in the reporting month
B. New Admission (RFTA) Received = Number of New Admission Request for Tenancy Approvals (RFTA) received in the reporting month
C. New Admission under Contract =New participants leased with an effective date in the reporting month

New Admission Activity	Prior month	Reporting Month	YTD
Total Applicant Files Received	0	0	101
Total Vouchers Issued	0	0	197
Pending Voucher Issuance	0	0	17
RFTA Received	18	6	396
Passed Inspection	26	5	412
HAP Executed	44	23	650
Voucher Issued Not Leased (On the Street)	6	9	137

SECTION 7: SECTION 8 MANAGEMENT ASSESSMENT PROGRAM

Indicator	Maximum Points	Possible Points	PHCD Points Projected FY 2016
#1 Waiting List	15	15, 0	15
#2 Rent Reasonableness	20	20, 15, 0	15
#3 Adjusted Income	20	20, 15, 0	20
#4 Utility Allowance Schedule	5	5, 0	5
#5 Quality Control Inspections	5	5, 0	5
#6 HQS Enforcement	10	10, 0	10
#7 Expanding Housing Opportunities	5	5, 0	5
#8 Payment Standards	5	5, 0	5
#9 Annual Re-examinations	10	10, 5, 0	10
#10 Correct Tenant Rent	5	5, 0	5
#11 Pre-contract HQS Inspections	5	5, 0	5
#12 Annual HQS Inspections	10	10, 5, 0	10
#13 Lease- Up	20	20, 15, 0	15
#14 FSS	10	10, 8, 5, 3, 0	10
Total Points			**135**
De-concentration Bonus	5	5, 0	**0**
Score	100%	100% - 0%	**93%**
Rating - High Performer: 90% - 100% Standard Performer: 60% - 89% Troubled: 0% - 59%	**High**		**High Performer**

SECTION 8: PUBLIC & INDIAN HOUSING INFORMATION CENTER (PIC)

Public & Indian Housing Information Center (PIC) Data	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
A. Submitted in PIC	13,774	13,878	13,968	14,087	14,172	14,119	14,041	14,041	14,050	14,055	14,052	13,969
B. Voucher Management System (VMS) Required in PIC	13,701	13,775	13,782	13,846	14,017	14,058	14,076	14,111	14,199	14,200	14,169	14,197
C. PIC Reporting Rate	100.53%	100.04%	101.35%	101.74%	101.11%	100.43%	99.75%	99.5%	98.95%	98.98%	99.17%	98.39%
D. Difference in PIC	73	143	186	241	155	61	35	70	149	145	117	228

A. Submitted in PIC=Number of active 50058s submitted to the PIC
B. Required in PIC= Prior month VMS Units Leased minus port outs, annual reexam searching, plus port in
C. PIC Reporting Rate=Rate of reporting to PIC by PHCD; as reported in PIC
D. Difference in PIC= Variance of actual 50058s accepted by PIC against required 50058s

SECTION 9: DEMOGRAPHICS BY HEAD OF HOUSEHOLD

Demographic Profile	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
Elderly/Non-Elderly												
Age 62 and over	4,950	4,929	5,047	5,073	5,095	5,107	5,100	5,103	5,107	5,153	5,110	5,080
Under Age 62	9,319	9,389	9,969	10,130	10,178	10,190	10,143	10,185	10,256	9,894	10,171	10,103
TOTAL	**14,269**	**14,318**	**15,016**	**15,203**	**15,273**	**15,297**	**15,243**	**15,288**	**15,363**	**15,047**	**15,281**	**15,183**
Disabled												
Disabled and 62 and over	3,829	3,803	3,893	3,894	3,900	3,872	3,837	3,822	3,828	3,847	3,791	3,749
Disabled and Under Age 62	2,271	2,286	2,447	2,475	2,482	2,470	2,465	2,459	2,486	2,373	2,469	2,449
TOTAL	**6,100**	**6,089**	**6,112**	**6,369**	**6,382**	**6,342**	**6,302**	**6,281**	**6,314**	**6,220**	**6,260**	**6,198**
Race												
White	6,456	6,480	6,731	6,821	6,842	6,859	6,823	6,833	6,843	6,750	6,812	6,771
Black	7,782	7,805	8,249	8,345	8,395	8,400	8,383	8,419	8,485	8,263	8,436	8,381
Others	31	33	36	37	36	38	37	36	35	34	33	31
TOTAL	**14,269**	**14,318**	**15,016**	**15,203**	**15,273**	**15,297**	**15,243**	**15,288**	**15,363**	**15,047**	**15,281**	**15,183**
Ethnicity												
Hispanic	6,727	6,757	7,012	7,113	7,137	7,155	7,126	7,146	7,157	7,058	7,123	7,080
Non-Hispanic	7,542	7,561	8,004	8,090	8,136	8,142	8,117	8,142	8,206	7,989	8,158	8,103
TOTAL	**14,269**	**14,318**	**15,016**	**15,203**	**15,273**	**15,297**	**15,243**	**15,288**	**15,363**	**15,047**	**15,281**	**15,183**
Voucher Breakdown												
0 Bedroom	4	4	6	6	7	7	9	10	9	9	10	7
1 Bedroom	5,222	5,213	5,385	5,447	5,461	5,479	5,454	5,442	5,459	5,367	5,430	5,392
2 Bedroom	4,077	4,098	4,295	4,378	4,424	4,429	4,404	4,430	4,449	4,366	4,435	4,399
3 Bedroom	3,746	3,773	4,006	4,040	4,056	4,055	4,050	4,076	4,102	3,095	4,061	4,054
4 Bedroom	1,007	1,014	1,093	1,095	1,087	1,092	1,086	1,092	1,101	1,067	1,095	1,085
5 Bedroom	191	194	208	210	211	208	214	211	216	215	220	215
6+ Bedroom	22	22	23	27	27	27	26	27	27	28	30	31
TOTAL	**14,269**	**14,318**	**15,016**	**15,203**	**15,273**	**15,297**	**15,243**	**15,288**	**15,363**	**15,047**	**15,281**	**15,183**

Totals represent all active families that have a voucher issued or an effective HAP contract

SECTION 10: CUSTOMER SERVICE

Client Office Visits	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
Appointments	863	719	1,409	1,311	1,745	1,709	1,656	1,606	1,548	1,916	2,030	1,482
Document Drop Off	1,569	2,972	2,453	2,359	2,151	2,401	2,401	2,176	1,975	1,978	1,779	1,569
Other Briefing Attendance	329	107	36	206	149	119	109	12	29	39	260	147
Quarterly Landlord Meeting Attendance	0	36	0	0	45	0	0	30	0	0	60	0
Walk-in (See Housing Specialist)	1,613	1,570	466	785	473	630	812	816	936	871	856	1,083
Total	4,374	5,404	4,364	4,661	4,563	4,859	4,978	4,610	4,488	4,804	4,985	4,281
Call Center Activity	**Sep-15**	**Oct - 15**	**Nov-15**	**Dec-15**	**Jan-16**	**Feb-16**	**Mar-16**	**Apr-16**	**May-16**	**Jun-16**	**Jul-16**	**Aug-16**
Calls Answered	17,259	11,298	9,478	8,131	8,964	10,081	9,871	8,419	9,473	6,838	7,887	8,369
Avg. Speed of Answer(sec)	7.23	0	0	0	0	0	0	0	38	36	43	0**
Avg. Handle Time (min)	5.17	0	0	0	0	0	0	0	7.1	4.8	9.4	9.13
Avg. Call Wait Time (min)	1.35	0	6.5	3.54	9.77	8.52	5.33	7.83	9.23	13.13	5.08	4.65
Avg. Hold Time (min)*	.19	0	0	0	0	0	0	0	7	9.6	1.08	1.00
Avg. Talk Time (min)	3.4	12.26	3.9	6.49	4.43	4.28	4.12	4.30	4.35	4.49	4.65	4.48

**In May, the average hold time is now represented in minutes.*

*** In August, with updated call center technology, the speed of answer is "0" because transfer times have been eliminated and all calls are now directly routed to options that will direct calls to the respective queue (i.e. preferred language, tenant/owner, etc.) instantly.*

SECTION 11: ANNUAL RE-EXAMINATIONS

Annual Reexaminations	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
A.) Due for the Month	1,319	1,317	1,370	1,102	1,095	1,078	1,073	1,007	1,130	1,008	1,129	1,225
B.) Processed*	1,251	1,142	1,297	1,027	1,010	1,049	1,042	944	1,047	993	1,107	1,212
C.) Incomplete	68	175	73	75	85	29	31	63	83	15	22	13
D.) % Complete	95%	87%	95%	93%	92%	97%	97%	94%	93%	99%	98%	99%

A. Due for the Month =Total number of Annual Reexaminations Due in the reporting month.
B. Processed = Number of Annual Reexaminations processed in the reporting month (includes Port-Outs and EOP's)
C. Incomplete = Total includes non-compliant families who are not entitled to a thirty (30) day notice, transactions will be processed prior to the effective date of the annual reexamination.
*D. % Complete = Line B / Line A * 100*

**Totals reflect transactions that were processed in the reporting month, but have a future effective date*

SECTION 12A: FAMILY SELF SUFFICIENCY (FSS)

Family Self-Sufficiency (FSS) is a HUD program that enables families assisted through the Housing Choice Voucher (HCV) program to increase their earned income and reduce their dependency on welfare assistance and rental subsidies. Some of the services coordinated through the program include: child care, transportation, education, job training, employment counseling, financial literacy, and homeownership counseling, among others. An interest-bearing escrow account is established by the PHCD for each participating family. Any increases in the family's rent as a result of increased earned income during the family's participation in the program result in a credit to the family's escrow account. Once a family successfully graduates from the program, they may access the escrow. The FSS program began with 305 mandatory slots and to date has successfully graduated 179 participants.

Family Self-Sufficiency (FSS) Program	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
A). Mandatory Slots					146	146	146	146	147	146	146	146
B). New Enrollees					0	0	0	0	0	1	3	0
C). Withdrawals					0	1	2	5	5	5	1	0
D.) FSS Families Graduated	0	0	0	0	0	0	0	0	0	0	0	1
E.) Total FSS Families Enrolled	194	188	185	183	183	182	180	175	175	171	173	172
F.) % Enrolled in FSS Program					125.34%	124.65%	123.28%	119.86%	115.75%	114.77%	118.49%	118.49%
G.) FSS Families with Escrow Balance	95	99	100	100	100	101	101	98	99	101	104	103
H.) % With Escrow Balance	48.97%	51.03%	54.05%	54.64%	54.64%	55.49%	56.11%	56%	58.58%	59.06%	71.23%	59.54%
I.) Escrow Balance ($k) *	$318,207	$327,957	$335,360	$354,673	$365,879	$369,845	$379,658	$356,803	$362,822	$390,090	$403,027	$404,991

A. Mandatory Slots=Number of allocated slots allowed per the FSS grant award; mandatory number changes with program withdrawals [new reporting category in 2016]
B. New Enrollees=Number of families enrolled in the program in the reporting month [new reporting category in 2016]
C. Withdrawals= Number of families that requested a withdrawal or failed to meet the goals of the program [new reporting category in 2016]
D. FSS Families Graduated = Participants Completing Contract of Participation
E. Total FSS Families Enrolled =Number of Participants enrolled in the FSS Program
*F. % Enrolled in FSS Program=Line E/Line A*100 [new reporting category in 2016]*
G. FSS Families with Escrow Balance = Those FSS Participants that have and Escrow Balance
*H. % with Escrow Balance = Line C / Line A * 100*
I. Escrow Balance = Total Escrow Balance Accumulated at the end of the reporting month

**Escrow balance reflects disbursements and forfeitures in the reporting month*

SECTION 12B: HOMEOWNERSHIP (HOM)

The Housing Choice Voucher Homeownership Program allows voucher participants who wish to become first-time homeowners to use their voucher subsidy to meet monthly homeownership expenses. There is separate income and work requirements for voucher participants who wish to apply to the Homeownership program. All participants must undergo homeownership counseling prior to receiving homeownership assistance. The program requires both an initial Housing Quality Standards inspection by a PHCD-selected inspector and an independent professional home inspection by an inspector selected by the family. To date, PHCD has assisted 199 families with purchasing a home through the Homeownership Program, there has been one change to the total number from the previous month.

Homeownership Program	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug 16
A.) Active Participants	183	182	181	179	179	174	171	170	168	169	169	170
B.) Closings					0	0	0	0	1	1	0	1
C.) Withdrawals					0	5	3*	1	2	0	0	0
D.) Approved/Searching					3	3	10	8	5	5	4	4
E.) Pending/Under Contract					3	2	3	3	6	5	5	4
F) Pending/Closing					1	2	1	1	1	0	1	0

A. Active Homeowners = Number of households in the homeownership program [includes new homeowners]
B. Closings = Number of households that have successfully obtained a mortgage loan and closed on a home purchase
C. Withdrawals= Number of households that have a program withdrawal due to mortgage default or sale of property
D. Approved/Searching= Number of households that have successfully obtained prequalification from a lender and are actively searching for a unit.
E. Pending/Under Contract= Number of households that have successfully entered into a sales contract to purchase a home. Pending an appraisal, inspection, and/or 2nd Mortgages approval.
F. Pending/Closing= Number of households that have successfully obtained financing and passed all inspections; and waiting to close.

**2 participants were removed from Homeownership Program.1- reached zero assistance (Zero HAP) and -reached the maximum term of assistance allowed in homeownership program.*

SECTION 13: HCV OWNERS

Owners	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
A) Total Number of HAP Payee's (Owners)	6,535	6,519	6,537	6,632	6,648	6,591	6,611	6,682	6,748	6,740	6,899	6,870

A. *Total Number of HAP Payees =Number of Payees listed on Post Validation report from SSRS*

CVR

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT

MIAMI-DADE HOUSING CHOICE VOUCHER PROGRAM

INSPECTIONS MONTHLY MANAGEMENT REPORT

August 2016

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CVR

August 2016 CVR Accomplishments and Highlights

1. **Systems**
    a. CVR's Inspection Management System continues to successfully interface with Emphasys Elite to coordinate inspection results and automatically deliver daily routes to all CVR inspectors' handheld phones and tablets without issue.

2. **Inspector Training**
    a. In an effort to improve inspection quality, CVR has begun increasing the monthly attempted quality control inspections to 70-80.

3. **Inspections Operations**
    a. CVR continues to incorporate photographic documentation of all Initial type inspections to capture the general unit condition prior to tenants moving in. The images are maintained on the Inspection Management System and are available to owners, tenants and PHCD staff on the Inspections Portal (miamidade.hcvinspect.com).
    b. Scheduled and performed a total of 2,560 Annual, Initial, Quality Control and Complaint Inspections.

4. **Customer Service**
    a. Resolved 330 customer service support tickets received through CVRs ticketing system (miamidade@hcvinspect.com) within a total average duration (from open to close) of 10 hours.
    b. Received and answered 3,561 inbound calls through our inspections customer service call center.

Inspections Monthly Report – August 2016

1.1 HQS Enforcement of Life Threatening Violations

Table indicates current month, because required follow up is limited to 24 hours

Emergency Inspections & Results	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	YTD
First-Time Emergency Inspections	42	32	16	23	25	21	18	16	12	16	23	19	263
Unit Passed	13	12	6	8	11	10	10	8	8	4	13	8	111
Owner Responsibility: Abated	16	11	5	5	6	5	3	3	4	8	8	6	80
Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs	12	9	3	7	6	6	3	5	0	4	2	5	62
Joint Responsibility: Abated & Notified Tenant of Intent Term within 24 hrs	1	0	2	3	2	0	2	0	0	0	0	0	10
Unknown/Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Emergencies Addressed on Time	42	32	16	23	25	21	18	16	12	16	23	19	263
Percent Addressed on Time	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

1.2 HQS Enforcement of Fail Inspections

++ Table indicates previous month's data to verify required follow up actions occurred within a 30 day timeframe

HQS Fail Inspections	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	YTD
Units Failing HQS Inspections	562	513	451	414	545	566	520	473	440	470	458	++	5,412
Corrected within 30 Days	419	393	362	337	433	483	446	413	374	373	390	++	4,423
Tenant Fail	6	9	3	4	8	8	2	11	2	7	10	++	70
Abated	119	91	83	70	84	67	66	45	61	64	50	++	800
Approved Extensions	18	20	3	3	20	8	6	4	3	26	8	++	119
Not Addressed On Time	0	0	0	0	0	0	0	0	0	0	0	++	0
Percent Addressed on Time	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%

1.3 Annual Inspections

Annuals	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	YTD
Total Scheduled	1,448	1,818	1,846	1,582	1,341	1,279	1,311	1,582	948	1,174	1,229	964	16,522
Moved/Terminated Before Inspection	51	231	203	114	135	133	127	114	75	102	115	78	1,478
Total Inspections Performed	1,397	1,587	1,643	1,468	1,206	1,146	1,184	1,468	873	1,072	1,114	886	15,044
Inspections Completed On Time	1,390	1,573	1,614	1,466	1,196	1,131	1,169	1,466	863	1,067	1,113	885	14,933
Inspections not Completed On Time	7	14	29	2	10	15	15	2	10	5	1	1	111
Percentage Completed Timely	99.5%	99.1%	98.2%	99.9%	99.2%	98.7%	98.7%	99.9%	98.9%	99.5%	99.9%	99.9%	99.3%

1.4 Quality Control Inspections

Quality Control of HQS Inspections	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	YTD
Total QC Inspections Completed	39	33	5	23	42	25	17	43	29	42	42	50	390
Total QC Inspections Passed	35	28	4	19	34	23	14	34	28	40	32	40	331
Percentage Inspector Pass Rate	89.7%	84.8%	80.0%	82.6%	81.0%	92.0%	82.4%	79.1%	96.6%	95.2%	76.2%	80.0%	85%

** Reflects findings of previous inspector*

1.5 Requests for Pre-Contract Inspections

Timing of Pre-Contract Inspections	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	YTD Average
Requests for Inspection	212	210	232	262	121	156	173	179	132	110	115	100	167
Average Days from Request to Perform First Inspection *	5.6	5.2	5.4	4.9	5.0	4.6	5.3	4.1	3.8	3.5	2.9	5.5	4.6

** Represents average quantity of days to perform requested pre-contract inspections*

Inspections Monthly Report – August 2016

1.6 Inspections Workload & Pass Rate

Inspection Type & Result		Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	YTD
Total Attempted		**2,124**	**2,975**	**2,769**	**2,516**	**2,854**	**2,496**	**2,894**	**3,104**	**2,583**	**2,555**	**2,310**	**2,266**	**2,641**	**34,087**
No-Entry Fails		**106**	**158**	**129**	**113**	**158**	**135**	**152**	**183**	**110**	**123**	**80**	**95**	**81**	**1,623**
Completed	Annuals	896	1448	1211	1264	1164	1150	1423	1319	1239	1284	1022	998	1041	15,459
	Annual Re-Inspects	531	589	682	554	703	548	669	844	646	641	591	546	625	8,169
	New/COD	228	341	327	281	424	284	291	373	285	259	331	283	235	3,942
	New/COD Re-Inspects	100	118	138	139	196	127	129	161	142	90	86	118	122	1,666
	Complaints	185	197	178	119	136	149	137	167	82	95	124	131	440	2,140
	Emergency	39	85	71	41	50	54	48	40	36	34	34	53	47	632
	Quality Control	39	39	33	5	23	42	45	17	43	29	42	42	50	449
Total Completed		**2,018**	**2,817**	**2,640**	**2,403**	**2,696**	**2,354**	**2,742**	**2,921**	**2,473**	**2,432**	**2,230**	**2,171**	**2,560**	**32,457**
Passed	Annuals	454	815	669	741	658	596	772	720	697	748	523	534	518	8,445
	Annual Re-Inspects	372	415	482	395	485	390	492	632	469	492	434	389	473	5,920
	New/COD	125	207	190	160	226	142	154	182	143	134	151	150	115	2,079
	New/COD Re-Inspects	70	75	93	94	143	94	97	111	101	70	63	92	87	1,190
	Complaints	62	61	62	45	58	36	55	69	37	32	30	58	145	750
	Emergency	10	18	16	11	10	14	16	14	11	11	9	14	16	170
	Quality Control	33	32	28	4	19	34	34	13	34	23	38	32	38	362
Total Passed		**1,126**	**1,623**	**1,540**	**1,450**	**1,599**	**1,306**	**1,620**	**1,741**	**1,492**	**1,510**	**1,248**	**1,269**	**1,392**	**18,916**
Failed	Annuals	442	633	542	523	506	554	651	599	542	536	499	464	523	7,014
	Annual Re-Inspects	159	174	200	159	218	158	177	212	177	149	157	157	152	2,249
	New/COD	103	134	137	121	198	142	137	191	142	125	180	133	120	1,863
	New/COD Re-Inspects	30	43	45	45	53	33	32	50	41	20	23	26	35	476
	Complaints	123	136	116	74	78	113	82	98	45	63	94	73	295	1,390
	Emergency	29	67	55	30	40	40	32	26	25	23	25	39	31	462
	Quality Control	6	7	5	1	4	8	11	4	9	6	4	10	12	87
Total Failed		**892**	**1,194**	**1,100**	**953**	**1,097**	**1,048**	**1,122**	**1,180**	**981**	**922**	**982**	**902**	**1,168**	**13,541**
% Passed	Annuals	50.7%	56.3%	55.2%	58.6%	56.5%	51.8%	54.3%	54.6%	56.3%	58.3%	51.2%	53.5%	49.8%	54.4%
	Annual Re-Inspects	70.1%	70.5%	70.7%	71.3%	69.0%	71.2%	73.5%	74.9%	72.6%	76.8%	73.4%	71.2%	75.7%	72.4%
	New/COD	54.8%	60.7%	58.1%	56.9%	53.3%	50.0%	52.9%	48.8%	50.2%	51.7%	45.6%	53.0%	48.9%	52.7%
	New/COD Re-Inspects	70.0%	63.6%	67.4%	67.6%	73.0%	74.0%	75.2%	68.9%	71.1%	77.8%	73.3%	78.0%	71.3%	71.6%
	Complaints	33.5%	31.0%	34.8%	37.8%	42.6%	24.2%	40.1%	41.3%	45.1%	33.7%	24.2%	44.3%	33.0%	35.8%
	Emergency	25.6%	21.2%	22.5%	26.8%	20.0%	25.9%	33.3%	35.0%	30.6%	32.4%	26.5%	26.4%	34.0%	27.7%
	Quality Control	84.6%	82.1%	84.8%	80.0%	82.6%	81.0%	75.6%	76.5%	79.1%	79.3%	90.5%	76.2%	76.0%	80.6%
Total % Passed (of Completed)		**55.8%**	**57.6%**	**58.3%**	**60.3%**	**59.3%**	**55.5%**	**59.1%**	**59.6%**	**60.3%**	**62.1%**	**56.0%**	**58.5%**	**54.4%**	**58.2%**
Total % Passed (of Attempted)		**53.0%**	**54.6%**	**55.6%**	**57.6%**	**56.0%**	**52.3%**	**56.0%**	**56.1%**	**57.8%**	**59.1%**	**54.0%**	**56.0%**	**52.7%**	**55.4%**