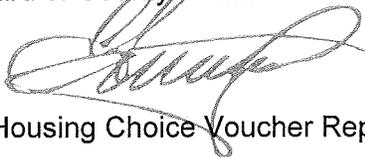


Memorandum



Date: September 30, 2014
To: Honorable Chairwoman Rebeca Sosa
and Members, Board of County Commissioners
From: Carlos A. Gimenez
Mayor 
Subject: PHCD's Section 8 Housing Choice Voucher Reports for August 2014

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'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
- Monthly Change in Units Leased
- Change of Dwelling (COD)
- End of Participation
- Section 8 Management Assessment Program (SEMAP)
- Public and Indian Housing Information Center (PIC) reporting rate
- HCV Household Demographics
- Customer Service
- Annual Re-Examinations
- Family Self Sufficiency and Homeownership
- Number of HCV Owners
- New Vouchers Issued

The Inspection report includes the following metrics:

- Housing Quality Standards (HQS) Enforcement of Life Threatening Violations as well as Enforcement of Fail Inspections
- Annual Inspections
- Quality Control Inspections
- Inspections Workload and Pass Rate

If you have any questions, please contact PHCD Director Michael Liu at 786-469-4106.

Attachments

c: Robert A. Cuevas, Jr., County Attorney
Russell Benford, Deputy Mayor
Michael Liu, Director, PHCD
Charles Anderson, Commission Auditor

MIAMI-DADE COUNTY:
PUBLIC HOUSING &
COMMUNITY
DEVELOPMENT

August 2014

*Housing Choice Voucher Program
Monthly Management Summary Report*

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SECTION 1: EXECUTIVE SUMMARY

NMA has moved into our permanent work location at 7400 Corporate Center Drive, Bays F, G and H. We are able to use the space to run operations however; we are still waiting for construction to be completed on our new break and lunch room and the installation of our hard data line.

NMA continued to experience a high volume of calls to the call center and traffic into the office related to incomplete recertifications, and Change of Dwelling requests left by the previous contractor. NMA is working through the backlog work and anticipates completing all residual work inherited by the end of CY 2014.

NMA has begun our Quality Control program and will develop additional targeted training for staff to address common errors identified. Our August report contains a SEMAP rating based upon information received from PIC and the limited file review completed by NMA.

Point of focus in September are: Updating monthly reports to ensure alignment with PHCD requirements, November annual recertifications, QC of 50% of all transactions, implementing plan to Streamline COD process and continue to improve Customer Service.

SECTION 2: LEASING AND UTILIZATION

Leasing Status	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Total HCV Allocated	15,249	-	-	-	-
B. Total HCV Administered	14,247	-	-	-	-
C. Outgoing Payable Portables	442	-	-	-	-
D. Voucher Utilization UML (%)	96.3%	-	-	-	-
E. Total Active Participants	14,885	-	-	-	-
F. Incoming Billable Portables	0	-	-	-	-

A. Total HCV Allocated= Enhanced/Tenant Protection (Riverwalk), HCV/PBV, VASH, and Mainstream Vouchers

B. Total HCV Administered= Participants in a unit + Outgoing Payable Ports

C. Outgoing Payable Portables= Port Out Vouchers billed to PHCD by other Housing Authority (with payment end dates after 9/1/14)

D. Voucher Utilization Units Month Leased (%)= Vouchers under HAP contract as of 1st of the month, including \$0 HAP

E. Active Participants= Total universe including clients searching -outgoing non-payable ports

F. Incoming Billable Portables= Port In vouchers PCHD bills to other Housing Authority

**SECTION 3: HOUSING ASSISTANCE PAYMENTS
EXPENDITURES**

Activity	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. HAP Expenditures (\$m)	\$11,129,604.00	-	-	-	-
B. Authorized HAP (\$m)	\$10,922,612.00	-	-	-	-
C. HAP Utilization (%)	101.9%	-	-	-	-
D. Average HAP (\$)	\$757.68	-	-	-	-

A. HAP Expenditures (\$m)= Total dollar amount of HAP paid during the month (expressed in millions); Includes VASH & PBV

B. Authorized HAP (\$m)= The maximum amount of funds available for payment to PHCD for each HAP contract

C. HAP Utilization (%)= number of units leased, expressed as a percentage, of the number of units under the Annual Contributions Contract (ACC) beginning of fiscal year

D. Average HAP(\$)= Average amount of HAP paid; expressed in dollars

SECTION 4: ATTRITION OF ACTIVE PARTICIPANTS

Change in Active Participants	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Total Active Participants	14,885	-	-	-	-
B. End of Participation (EOP)	6	-	-	-	-
C. Attrition	0.04%	-	-	-	-

A. Total Active Participants= Total universe including clients searching -outgoing non-payable ports

B. End of Participation= Number of participants with a program exit in the month

C. Attrition= End of participation rate expressed in percent

SECTION 5: MONTHLY CHANGE IN
UNITS LEASED

Change in Units Leased	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Leased Units at Beginning of the Month	14336	-	-	-	-
B. New Admissions Effective in Month	-	-	-	-	-
C. EOP Reversals	34	-	-	-	-
D. Participants Searching (Not in Unit)	8	-	-	-	-
E. Port-Outs Porting Back to PHCD	0	-	-	-	-
F. Port-Ins Absorbed by PHCD	7	-	-	-	-
G. EOPs Effective in Month or Prior	-6	-	-	-	-
H. Port-Outs Absorbed by Other PHA	0	-	-	-	-
I. Total Changes in Units Leased	35	-	-	-	-
J. Current Month Units Leased	14371	-	-	-	-
K. Participants with Zero HAP Over 180 Days	19	-	-	-	-

- A. Leased Units at Beginning of the Month=Total number of units HAP as of 1st of the month*
B. New Admissions Effective in Month= New participants determined eligible for voucher issuance
C. EOP Reversals= Number of participants where end of participation was reversed
D. Participants Searching (Not in Unit)= Number of participants that were issued and are not in unit searching
E. Port-Outs Porting Back to PHCD
F. Port-Ins Absorbed by PHCD
G. EOPs Effective in Month or Prior=End of Participations with effective dates in current month
H. Port-Outs Absorbed by Other PHA
I. Total Changes in Units Leased=Net change in units leased between prior and current month
J. Current Month Units Leased=Leased Units at the beginning of the month plus/minus total Changes in Units Leased.
K. Participants with Zero HAP= Number of participants that pay total rent and PHCD has no payment

SECTION 6: CHANGE
OF DWELLING

COD Activity	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. COD Requests Received	222	-	-	-	-
B. Vouchers Issued	213	-	-	-	-
C. RFTAs Received	167	-	-	-	-
D. Cancelled RFTAs	222	-	-	-	-
E. New Contracts	101	-	-	-	-
F. Portability Move-Outs	5	-	-	-	-

A. COD Requests Received=Number of Change of Dwelling requests received in the current month

B. Vouchers Issued= Number of Vouchers issued in the current month

C. RFTAs Received=Number of Request for Tenancy Approvals (for COD) received in the current month

D. Cancelled RFTAs= Number of Request for Tenancy Approvals that requested to be cancelled

E. New Contracts= Number of new HAP contracts executed

F. Portability Move-Outs= Number of participants with a COD to another jurisdiction

SECTION 7: END OF PARTICIPATION (EOP)

Activity	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. EOP's Effective in Month	6	-	-	-	-
B. EOP's Processed in Month	45	-	-	-	-
C. EOP's Reversed in Month	36	-	-	-	-

- A. EOP's Effective in Month=End of Participation effective in the month*
- B. EOP's Processed in Month= End of Participation processed in the month*
- C. EOP's Reversed in Month= End of Participation reversed in the month*

SECTION 8: SECTION EIGHT MANAGEMENT ASSESSMENT (SEMAP)

SEMAP YTD SNAPSHOT		
Possible Points	SEMAP INDICATOR	Points Earned
15 or 0	1. Selection from the Waiting List	15
20, 15 or 0	2. Rent Reasonableness	15
20, 15 or 0	3. Determination of Adjusted Income	0
5 or 0	4. Utility Allowance Schedule	5
5 or 0	5. HQS Quality Control Inspections*	5
10 or 0	6. HQS Enforcement*	10
5 or 0	7. Expanding Housing Opportunities	5
5 or 0	8. Payment Standards	5
10, 5 or 0	9. Annual Reexaminations	10
5 or 0	10. Correct Tenant Rent Calculations	5
5 or 0	11. Pre-Contract HQS Inspections	5
10, 5 or 0	12. Annual HQS Inspections	10
20, 15 or 0	13. Lease-up	20
10, 8, 5, 3 or 0	14. FSS Enrollment and Escrow Accounts	10
ESTIMATED SEMAP POINTS EARNED		120
5 or 0	15. Deconcentration Bonus	-
Overall SEMAP Rating		82.8%
MAXIMUM POSSIBLE POINTS THAT CAN BE EARNED		145

This is a projection of the SEMAP score Nan McKay believes the program will earn for the FY 2014 SEMAP Certification. This projection is based on quality control activities and PIC system data that is available from October 2013 to present. Please note that the FY 2014 SEMAP Certification will be an assessment of 9 months of work performed by Quadel (former Contractor) and 3 months of work performed by Nan McKay.

SECTION 9: PUBLIC & INDIAN HOUSING INFORMATION CENTER (PIC)

Public & Indian Housing Information Center (PIC) Data	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Submitted in PIC	14144	-	-	-	-
B. Missing/Outdated in PIC	-252	-	-	-	-
C. VMS Required in PIC	13892	-	-	-	-
D. PIC Reporting Rate	101.81%	-	-	-	-

A. Submitted in PIC=Number of 50058's submitted to the PIC for current month; as reported in PIC

B. Missing/Outdated in PIC= Number of 50058's missing from PIC for current month; as reported in PIC

C. VMS Required in PIC= VMS Units Leased minus Port Outs plus Port In's.

D. PIC Reporting Rate= Rate of reporting to PIC by PHCD; as reported in PIC

SECTION 10: HCV HOUSEHOLD DEMOGRAPHICS BY HEAD OF HOUSEHOLD

Demographic Profile	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Elderly/Non-Elderly					
Age 62 and over	5083	-	-	-	-
Under Age 62	10350	-	-	-	-
Total	15433	-	-	-	-
Disabled					
Disabled and 62 and over	3881	-	-	-	-
Disabled and Under Age 62	2428	-	-	-	-
TOTAL	6309	-	-	-	-
Race					
White	5375	-	-	-	-
Black	8569	-	-	-	-
Others	30	-	-	-	-
TOTAL	13974	-	-	-	-
Ethnicity					
Hispanic	7095	-	-	-	-
Non-Hispanic	8338	-	-	-	-
TOTAL	15433	-	-	-	-
Voucher Breakdown	^d L				
0 Bedroom	7	-	-	-	-
1 Bedroom	5478	-	-	-	-
2 Bedroom	4451	-	-	-	-
3 Bedroom	4115	-	-	-	-
4 Bedroom	1153	-	-	-	-
5+ Bedroom	229	-	-	-	-
TOTAL	15433	-	-	-	-

SECTION 11: CUSTOMER SERVICE

Client Office Visits		Aug-14	
	Cases	Avg. Wait Time (H:MM)	
Reasonable Accommodations	2	0:45	
Voucher Extension Request	4	1:50	
Informal Hearings	18	2:52	
Interim	19	0:21	
Reexaminations	26	0:12	
Change of Dwelling	173	7:18	
Conference w/Housing Specialist	1,071	2:59	
Document Drop Off	1,706	0:24	
Grand Total	3,019	1:51	
Call Center Tracking		Aug-14	
Calls Answered:		15972	
Avg Speed of Answer (sec):		58	
Avg Handle Time (minutes):		3.3	
Avg Call Wait Time (sec):		14.7	
Avg Hold Time (sec):		0.0	
Avg Talk Time (min):		3.0	

SECTION 12: ANNUAL RE-EXAMINATIONS

Reexaminations	Aug-14
Scheduled	1237
Processed	1146
Incomplete	91
% Complete	93%

SECTION 13: FAMILY SELF SUFFICIENCY (FSS) AND HOMEOWNERSHIP

Family Self-Sufficiency (FSS) Program	Aug-14
New Enrollees	0
Terminations	0
Total FSS Families Enrolled	163
FSS Families Graduated	1
FSS Families with Escrow Balance	89
% With Escrow Balance	55.0%

Homeownership Program	Aug-14
Total Enrollees	180

SECTION 14: HCV OWNERS

OWNERS	Aug-14
Total Number of HAP Payee's (Owners) in Month	6806

SECTION 15: NEW VOUCHERS

Vouchers Issued	Aug-14
New Vouchers Issued	0



PUBLIC HOUSING AND COMMUNITY DEVELOPMENT

MIAMI-DADE HOUSING
CHOICE VOUCHER
PROGRAM

INSPECTIONS
MONTHLY
MANAGEMENT REPORT

August 2014

FOUNDED
on Experience



BUILT
on Performance



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August 2014 CVR Accomplishments and Highlights

1. Systems

- a. CVRs Inspection Portal (miamidade.hcvinspect.com) continues to provide inspections scheduling and results information to tenants and owners
- b. Improved daily verification processes to assure accurate inspection result letters prior to posting on CVRs Inspection Portal and mailing
- c. Worked closely with PHCD Information Systems team to securely exchange data for reporting purposes and to integrate CVRs systems with the County's system of record
- d. Worked closely with PHCD Information Systems team to test scheduled Elite upgrades for both in office and field tablet procedures
- e. Working with PHCD Information Systems to address challenges concerning intermittent connection difficulties between VPN and/or HQS field tablet software

2. Training

- a. All new hire inspectors spent multiple full day observations of their work by the QC inspector

3. Inspections Operations

- a. Scheduled and performed over 2,892 Annual, Initial and Complaint Inspections

4. Customer Service

- a. Resolved 437 customer service support tickets received through CVRs ticketing system (miamidade@hcvinspect.com) with an average response time of 31 minutes and total average duration (from open to close) of 14 hours
- b. Received and answered over 4,067 call through our inspections customer service call center

Inspections Monthly Report - August 2014

SECTION 7.0: INSPECTIONS

7.1 HQS Enforcement of Life Threatening Violations

Emergency Inspections & Results	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
First-Time Emergency Inspections	17	28						45
Unit Passed	6	8						14
Owner Responsibility: Abated	9	11						20
Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs.	2	9						11
Joint Responsibility: Abated & Notified Tenant of Intent to Term within 24 hrs.	0	0						0
Unknown/Pending	0	0						0
Emergencies Addressed on Time	17	28						45
Percent Addressed on Time	100%	100%						100.0%

7.2 HQS Enforcement of Fail Inspections

HQS Fail Inspections	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
Units Failing HQS Inspections	102	626						728
Corrected within 30 Days	65	473						538
Abated	33	97						130
Approved Extensions	0	0						0
Not Addressed On Time	4	56						60
Percent Addressed on Time	96.1%	91.1%						91.8%

Inspections Monthly Report - August 2014

7.3 Annual Inspections

Annuals	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Total Scheduled	1,374	1,380				
Moved/Terminated Before Inspection	68	67				
Total Due	1,306	1,313				
Inspections Completed On Time	1,286	1,292				
Inspections not Completed On Time	20	21				
Percent in Compliance	98.5%	98.4%				

7.4 Quality Control Inspections

Quality Control of HQS Inspections	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Total QC Inspections Completed	1	101				
Total QC Inspections Passed	1	101				
Percent Pass QC Inspection	100.0%	100.0%				

Inspections Monthly Report - August 2014

7.5 Inspections Workload & Pass Rate

Inspection Type & Result		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Total Attempted		2,126	2,895	0	0	0	0
No-Entry Fails		174	133				
Completed	Annuals	1,355	1408				
	Annual Re-Inspects	149	786				
	New/COD	181	187				
	New/COD Re-Inspects	133	99				
	Complaints	97	115				
	Emergency	36	63				
	Quality Control	1	101				
Total Completed		1,952	2,759	0	0	0	0
Passed	Annuals	732	702				
	Annual Re-Inspects	99	561				
	New/COD	109	89				
	New/COD Re-Inspects	87	68				
	Complaints	33	29				
	Emergency	9	10				
	Quality Control	1	101				
Total Passed		1,070	1,560	0	0	0	0
Failed	Annuals	623	706				
	Annual Re-Inspects	50	225				
	New/COD	72	98				
	New/COD Re-Inspects	46	31				
	Complaints	64	86				
	Emergency	27	53				
	Quality Control	0	0				
Total Failed		882	1,199	0	0	0	0
% Passed	Annuals	54.0%	50.1%				
	Annual Re-Inspects	66.4%	28.6%				
	New/COD	60.2%	52.4%				
	New/COD Re-Inspects	65.4%	31.3%				
	Complaints	34.0%	74.8%				
	Emergency	25.0%	84.1%				
	Quality Control	100.0%	100.0%				
Total % Passed (of Completed)		54.8%	56.5%				
Total % Passed (of Attempted)		50.3%	53.9%				