Memorandum

MIAMI-DADE COUNTY

Date: December 15, 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 Report for September 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. (CVR) 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
- 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 CVR Inspection report includes the following metrics:

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

If additional information is required, 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

Housing Choice Voucher Program
Monthly Management Executive Summary Report
- September 2014

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SECTION 1: EXECUTIVE SUMMARY

Nan McKay & Associates (NMA) experienced sporadic work interruptions during the month due to issues with our wireless network. Our vendor completed the installation of our "hard data line" and we have transitioned operations from our wireless network to our hard data line, which has increased the stability of the network and performance by 200%.

NMA Quality Control (QC) was limited in September as we continued working with Public Housing Community Development (PHCD) to obtain the data extract needed to populate our QC tool. NMA utilized excel spreadsheets to complete a minimal amount of QC in September; we anticipate completing 100% of the goal amount of QC in October. Additionally, NMA began the Section Eight Management Assessment Program review process for FY 2014 and anticipates providing PHCD with 2014 results by mid-October.

NMA has scheduled the first Owner Meeting for October 29th, 2014 and developed a tentative schedule for quarterly meetings over the next 12 months. Additionally, per the recommendation of PHCD, NMA is developing an owner/tenant education/briefing sessions to increase the program knowledge of participants and owners.

NMA's call center traffic decreased by 24% in September; Change of Dwelling (COD) concerns continued to drive the majority of the call volume. NMA made some staffing and role changes within the Intake/COD department to address CODs and anticipates the call volume to continue decreasing.

NMA released 5 staff in September; 4 for not obtaining the minimum score needed on the HCV Specialist exam and 1 for not meeting performance expectations

Points of focus for October are: December and January 2015 annual re-certifications, QC of 50% of all transactions, reducing COD time frames, Completing SEMAP review and submitting 2015 Payment Standards and Utility Allowance recommendations.

Although, the data for the Veteran's Affairs Supportive Housing Program and the Project Based Voucher Program components are included in this report, both programs are administered directly by PHCD.

Due to an error in the report data logic, data for the month of August 2014 was revised.

SECTION 2: LEASING AND UTILIZATION

Leasing Status	Aug-14	Sept - 14	Oct-14	Nov-14	Dec-14
A.) Total HCV Allocated	15,253	15253	-	-	-
B.) Total HCV Administered	14,071	14,024	-	-	-
C.) Total Clients Active Searching	-	88	-	-	-
D.) Outgoing Payable Portables	450	463	-	-	-
E.) Voucher Utilization UML (%)	95.2%	94.98%	-	-	-
F.) Active Participants	14,885	14,818	-	-	-
G.) Incoming Billable Portables	0	0	-	-	-
H.) Total HCV Leased	14,521	14,487	-	-	-

A. *Total HCV Allocated = All HCV programs included*
B. *Total HCV Administered = Participants in a unit but not including (Outgoing Payable Ports- units leased in other jurisdictions)*
C. *Total Active Clients Searching = Current HCV participants who have moved from their current unit and have not leased at time of Annual*
D. *Outgoing Payable Portables = Participants with an active Outgoing Portable Payable Voucher Issuance types*
E. *Voucher Utilization Units Month Leased (%) = Vouchers under HAP contract as of 1st of the month, including $0 HAP*
F. *Active Participants = Total HCV Administered + Total Clients Searching - Outgoing Non-payable Ports*
G. *Incoming Billable Portables = Port In vouchers PCHD bills to other Housing Authority*
H. *Total HCV Leased = HAP payments for all participants leased as of last day of month (Only includes clients who are currently leased up, including Outgoing Payable Portables)*

SECTION 3: HOUSING ASSISTANCE PAYMENT EXPENDITURES

HAP/UAP	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. HAP Expenditures ($m)	$11,296,533	$11,503,903	-	-	-
B. UAP Expenditures ($k)	$145,178	$151,004	-	-	-
C. Administrative Fees (Portables)	$25,462.20	$29,922.43			
D. Other Fees	$4,565	$7,363			
E. Total HAP/UAP Expenditures ($m)	$11,441,711	$11,654,907	-	-	-
F. Authorized HAP/UAP ($m)	$11,064,918	$11,064,648	-	-	-
G. HAP Utilization (%)	103.41%	105.33%	-	-	-
H. Average HAP ($)	$787.94	$804.50	-	-	-

A. HAP Expenditures ($m) = Total dollar amount of HAP paid during the reporting month (expressed in millions)

B. UAP Expenditures ($m) = Total dollar amount of UAP paid during the reporting month (expressed in thousands)

C. Administrative Fees = Fees paid to receiving PHA for outgoing portables

D. Other Fees = administrative fee payments to cover administrative error

E. Total HAP/UAP Expenditures ($m) = Total dollar amount of HAP/UAP paid during the reporting month (expressed in millions)

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

G. HAP Utilization (%) = Total HAP/UAP Expenditures divided by Authorized HAP/UAP; expressed as a percentage (August number did not include UAP which affected the utilization percentage)

H. Average HAP($) = Average HAP paid for all bedroom sizes; expressed in dollars (based on Total HAP/UAP expenditures made in the month/ not adjusted)

SECTION 4: ATTRITION OF ACTIVE PARTICIPANTS

Change in Active Participants	Aug-14	Sep-14	Oct-14	Nov-14	
A. Total Active Participants	14,885	14,818	-	-	-
B. Terminations	46	43			
C. Attrition	0.31%	0.29%	-	-	-

A. Total Active Participants = Total Number of Participants excluding Outgoing Non Payable Portables

B. Terminations= Number of participants with a program exit in the reporting month

*C. Attrition= B/A *100*

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	N/A	14,521	-	-	-
B. New Admissions completed in Month	13	5	-	-	-
C. EOP Reversals	34	5	-	-	-
D. Participant Did Not Occupy a Unit in Prior Month	245	0	-	-	-
E. Participant Moved out of Unit but did not lease back into new unit yet	0	38	-	-	-
F. Port-Ins Absorbed by PHCD	7	20	-	-	-
G. EOPs Completed in the Month	46	43	-	-	-
H. Port-Outs Absorbed by Receiving PHA	0	3	-	-	-
I. Other Changes	0	20			
J. Total Changes in Units Leased	35	-34	-	-	-
K. Current Month Leased Units	14,521	14,487	-	-	-

A. *Leased Units at Beginning of the Month = Total number of units under contract as of 1st of the month*

B. *New Admissions Effective in Month = New participants lease in reporting month*

C. *EOP Reversals = Number of participants where end of participation was reversed*

D. *Participants Searching (Not in Unit) = Number of participants who are out of a unit and searching (number reflects a negative because they were leased in prior month and moved out in the reporting month)*

E. *Port-Outs Porting Back to PHCD*

F. *Port-Ins Absorbed by PHCD*

G. *EOPs Effective in Month or Prior = End of Participations with completion dates in the reporting month*

H. *Port-Outs Absorbed by Receiving PHA = In the reporting month*

I. *Other changes*

J. *Total Changes in Units Leased = Net change in units leased between prior and reporting month*

K. *Current Month Units Leased = Total number of units under contract as of the end of the month*

SECTION 6: CHANGE OF DWELLING ACTIVITY

COD Activity	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. COD Requests Received	222	305	-	-	-
B. Vouchers Issued	213	286	-	-	-
C. RFTAs Received	167	173	-	-	-
D. New Contracts	101	120	-	-	-
E. Portability Move-Outs	5	15	-	-	-

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

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

C. RFTAs Received=Number of Request for Tenancy Approvals received in the reporting month

D. New Contracts= Number of new HAP contracts executed (change of dwelling only)

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

New Admission Activity	September 2014
A. New Admission Vouchers Issued	12
B. New Admission Vouchers Received	-
C. New Contracts Completed	-

SECTION 7: END OF PARTICIPATIONS

Activity	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Terminations Effective in Month	10	26	-	-	-
B. Terminations Completed in Month	46	47	-	-	-
C. Terminations Reversed in Month	36	5	-	-	-

A. EOP's Effective in Month= End of Participation effective in the reporting month

B. EOP's Processed in Month= End of Participation processed in the reporting month

C. EOP's Reversed in Month= End of Participation reversed in the reporting month

SECTION 8: SECTION 8 MANAGEMENT ASSESSMENT PROGRAM

INDICATOR	Maximum Points	Possible Points	PHCD Projected Points FY 2014
#1 Waiting List	15	15, 0	**15**
#2 Rent Reasonableness	20	20, 15, 0	**15**
#3 Adjusted Income	20	20, 15, 0	**0**
#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	**20**
#14 FSS	10	10, 8, 5, 3, 0	**10**
			120
Deconcentration Bonus	5	5, 0	**0**
Score	100%	100% - 0%	**82.76%**
Rating - High Performer: 90% - 100% Standard Performer: 60% - 89% Troubled: 0% - 59%	**High**		**Standard**

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	14148	-	-	-
B. Missing/Outdated in PIC	252	118	-	-	-
C. VMS Required in PIC	13892	14030	-	-	-
D. PIC Reporting Rate	101.81%	100.84%	-	-	-

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.

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

Source:

A) IMS/PIC - the PIH Inventory Management System

SECTION 10: DEMOGRAPHICS BY HEAD OF HOUSEHOLD

Demographic Profile*	Sept-14
Elderly/Non-Elderly	
Age 62 and over	4,983
Under Age 62	9,835
Total	14,818
Disabled	
Disabled and 62 and over	3,851
Disabled and Under Age 62	2,364
TOTAL	6,215
Race	
White	6,632
Black	8,157
Others	29
TOTAL	14,818
Ethnicity	
Hispanic	6,892
Non-Hispanic	7,926
TOTAL	14,818
Voucher Breakdown	
0 Bedroom	48
1 Bedroom	4,860
2 Bedroom	4,477
3 Bedroom	4,242
4 Bedroom	1,051
5 Bedroom	123
6+ Bedroom	17
TOTAL	14,818

SECTION 11: CUSTOMER SERVICE

Client Office Visits	September 2014
Total Walk-ins	3,833
Document Drop Off	1,037
Adker Briefing Attendance	0
Other Briefing Attendance	0
Landlord Meeting Attendance	0
Total Other Interactions	2,796
Call Center Tracking	
Calls Answered:	13,659
Avg Speed of Answer (sec):	18
Avg Handle Time (minutes):	3.1
Avg Call Wait Time (sec):	10.6
Avg Hold Time (sec):	0
Avg Talk Time (min):	3.0

SECTION 12: ANNUAL RE-EXAMINATIONS

Reexaminations	September 2014
Due for the Month	1,381
Processed	1,002
Incomplete	379
% Complete	72.56%

SECTION 13: FAMILY SELF SUFFICIENCY (FSS) AND HOMEOWNERSHIP

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.

Family Self-Sufficiency (FSS) Program	September 2014
Total FSS Families Enrolled	161
FSS Families Graduated	1
FSS Families with Escrow Balance	89
% With Escrow Balance	56.28%
Escrow Balance ($k)	$227,216.77

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.

Homeownership Program	September 2014
Total Enrollees	179

SECTION 14: HCV OWNERS

OWNERS	September 2014
Total Number of HAP Payee's (Owners) in Month	6,743

CVR ASSOCIATES INC

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT

MIAMI-DADE HOUSING CHOICE VOUCHER PROGRAM

INSPECTIONS MONTHLY MANAGEMENT REPORT

September 2014

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CVR ASSOCIATES INC

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September 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 successfully implement Elite upgrades for both in office and field tablet procedures

    e. Worked closely with PHCD to provide inspection results for 665 planned QC inspections and distribution to the HUD contractor, including the shadowing of 3 different HUD inspectors

2. **Training**

    a. CVR continues to focus QC inspections on newly hired inspectors by attempting 38 QC inspections

    b. All inspectors attended an in-house training to review HQS review, inspection scenarios and improved Elite data entry

3. **Inspections Operations**

    a. Scheduled and performed over 3,129 Annual, Initial and Complaint Inspections

4. **Customer Service**

    a. Resolved 354 customer service support tickets received through CVRs ticketing system (miamidade@hcvinspect.com) with an average response time of 43 minutes and total average duration (from open to close) of 6 hours

    b. Received and answered over 3,982 call through our inspections customer service call center

SECTION 7.0: INSPECTIONS

7.1 HQS Enforcement of Life Threatening Violations

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

Emergency Inspections & Results	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
First-Time Emergency Inspections	17	28	3	17				65
Unit Passed	6	8	2	2				18
Owner Responsibility: Abated	9	11	1	11				32
Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs	2	9	2	6				19
Joint Responsibility: Abated & Notified Tenant of Intent Term within 24 hrs	0	0	1	0				1
Unknown/Pending	0	0	0	0				0
Emergencies Addressed on Time	17	28	3	17				65
Percent Addressed on Time	100%	100%	100%	100%				100.0%

7.2 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	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
Units Failing HQS Inspections	102	626	642					1,370
Corrected within 30 Days	65	473	541					1,079
Tenant Fail *	NA	NA	12					12
Abated	33	97	80					210
Approved Extensions	0	0	0					0
Not Addressed On Time	4	56	9					69
Percent Addressed on Time	96.1%	91.1%	98.6%					94.9%

* Not Reported in June and July

7.3 Annual Inspections

Annuals	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Total Scheduled	1,374	1,380	1,412			
Moved/Terminated Before Inspection	68	67	73			
Total Due	1,306	1,313	1,339			
Inspections Completed On Time	1,286	1,292	1,306			
Inspections not Completed On Time	20	21	33			
Percent in Compliance	**98.5%**	**98.4%**	**97.5%**			

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	33			
Total QC Inspections Passed*	1	101	29			
Percent Pass QC Inspection	**100.0%**	**100.0%**	**87.9%**			

* Reflects findings of previous inspector

7.5 Request for Pre-Contract Inspections

Request for Pre-Contract Inspections	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Requested Inspections	5	110	142			
Average Days to First Inspection	6	9	5			

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7.6 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**	**3,129**			
No-Entry Fails		**174**	**133**	**149**			
Completed	Annuals	1,355	1,408	1,663			
	Annual Re-Inspects	149	786	836			
	New/COD	181	187	181			
	New/COD Re-Inspects	133	99	114			
	Complaints	97	115	119			
	Emergency	36	63	34			
	Quality Control	1	101	33			
Total Completed		**1,952**	**2,759**	**2,980**			
Passed	Annuals	732	702	875			
	Annual Re-Inspects	99	561	640			
	New/COD	109	89	103			
	New/COD Re-Inspects	87	68	78			
	Complaints	33	29	42			
	Emergency	9	10	2			
	Quality Control	1	101	29			
Total Passed		**1,070**	**1,560**	**1,769**			
Failed	Annuals	623	706	788			
	Annual Re-Inspects	50	225	196			
	New/COD	72	98	78			
	New/COD Re-Inspects	46	31	36			
	Complaints	64	86	77			
	Emergency	27	53	32			
	Quality Control	0	0	4			
Total Failed		**882**	**1,199**	**1,211**			
% Passed	Annuals	54.0%	50.1%	47.4%			
	Annual Re-Inspects	66.4%	28.6%	23.4%			
	New/COD	60.2%	52.4%	43.1%			
	New/COD Re-Inspects	65.4%	31.3%	31.6%			
	Complaints	34.0%	74.8%	64.7%			
	Emergency	25.0%	84.1%	94.1%			
	Quality Control	100.0%	100.0%	87.9%			
Total % Passed (of Completed)		**54.8%**	**56.5%**	**59.2%**			
Total % Passed (of Attempted)		**50.3%**	**53.9%**	**56.6%**			

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