Memorandum

MIAMI-DADE COUNTY

Date: January 8, 2015

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

From: Carlos A. Gimenez
Mayor

Subject: PHCD's Section 8 Housing Choice Voucher Reports for October 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
- 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 if 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 - October 2014

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SECTION 1: EXECUTIVE SUMMARY

Nan McKay & Associates (NMA) upgraded their network in October which resulted in increased network speed and improved performance. Additionally, NMA has begun scanning and transitioning owner files from paper/hard files to electronic files. The anticipate completion of the project is by the end of the calendar year.

NMA received the first Quality Control (QC) results from Public Housing & Community Development (PHCD) which included work completed by the previous vendor. NMA met with PHCD to review the findings, gain a better understanding of PHCD's QC expectations and to develop a structured dispute process. NMA also completed and submitted the final 2014 Section Eight Management Assessment Program (SEMAP) certification to PHCD and worked with PHCD to provide files for PHCD's 2014 Single File Audit.

NMA successfully conducted its first quarterly owner meeting. The meeting was attended by over 55 current Housing Choice Voucher (HCV) owners and included an introduction of the new Executive Director and HCV staff, an overview of the inspection, Change Of Dwelling (COD), and Rent Reasonableness process; along with a review of the partner portal. The next owner meeting will be held in the 1st quarter of 2015.

NMA's call center traffic stayed steady in October with COD concerns continuing to drive the majority of the call volume. NMA is monitoring the recent staffing/roles changes implemented in the intake department to ensure the changes are netting the desired outcomes (decreased call center call and improved customer service).

SECTION 2: LEASING AND UTILIZATION

Leasing Status	Aug-14	Sept - 14	Oct-14	Nov-14	Dec-14
A.) Total HCV Allocated	15,253	15,253	15,253	-	-
B.) Total HCV Administered	14,071	14,024	14,133	-	-
C.) Outgoing Payable Portables	450	463	430	-	-
D.) Total Clients Active Searching	-	88	71	-	-
E.) Active Participants	14,521	14,818	14,697	-	-
F.) Voucher Utilization (%)	95.2%	94.98%	95.89%	-	-
G.) Incoming Billable Portables	0	0	0	-	-
H.) Total HCV Leased	14,521	14,487	14,563	-	-

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. *Outgoing Payable Portables = Participants with an active Outgoing Portable Payable Voucher Issuance types*
D. *Total Active Clients Searching = Current HCV participants who have moved from their current unit and have not leased at time of Annual*
E. *Active Participants = Total HCV Administered + Total Clients Searching - Outgoing Non-payable Ports*
F. *Voucher Utilization (%) = Vouchers under HAP contract as of 1st of the month, including $0 HAP; Unit Months Leased (UML)*
G. *Incoming Billable Portables = Port In vouchers PCHD bills to other Housing Authority – PHCD had previously absorbed all incoming vouchers; but will begin billing new incoming vouchers that submit paperwork after September 2014.*
H. *Total HCV Leased = Housing Assistance Payments (HAP) for all participants leased as of last day of month (Only includes clients who are currently leased up, including Outgoing Payable Portables)*

* Revised by PHCD

SECTION 3: HOUSING ASSISTANCE PAYMENT EXPENDITURES

HAP/UAP	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Housing Assistance Payments (HAP) Expenditures ($m)	$11,296,533.00	$11,503,903.00	$11,295,422.72	-	-
B. Utility Allowance Payments (UAP) Expenditures ($k)	$145,178.00	$151,004.00	$150,881.00	-	-
C. Total HAP/UAP Expenditures ($m)	$11,441,711.00	$11,654,907.00	$11,446,303.72	-	-
D. Authorized HAP/UAP ($m)	$11,064,918.00	$11,064,648.00	$11,064,068.00	-	-
E. HAP Utilization (%)	103.41%	105.33%	103.50%	-	-
F. Average HAP ($)	$787.94	$804.50	$785.99	-	-

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

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

E. 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)

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

* Revised by PHCD

SECTION 4: ATTRITION OF ACTIVE

Change in Active Participants	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Total Active Participants	14,521	14,818	14,697	-	-
B. Terminations	46	43	67		
C. Attrition	0.31%	0.29%	0.46%	-	-

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*

* Revised by PHCD

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	14,487	-	-
B. New Admissions Completed in Month	13	5	46	-	-
C. End of Participations/Terminations (EOP) Reversals	34	5	0	-	-
D. Participant Did Not Occupy a Unit in Prior Month	245	0	0	-	-
E. Participant Searching (moved out of unit last month but still searching)	0	38	71		
F. Port-Ins Absorbed by PHCD	7	20	18	-	-
G. EOPs Completed in the Month	46	43	67	-	-
H. Port-Outs Absorbed by Receiving PHA	0	3	31	-	-
I. Other Changes	0	20	105		
J. Total Changes in Units Leased	35	-34	+76	-	-
K. Current Month Leased Units (add A+B+C-D+E-F-G)	14,521	14,487	14,563	-	-

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. COD where tenant did not occupy a unit in prior month

E. Participants Searching = Number of participants who are out of a unit and searching and newly not in leased unit this month

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

* Revised by PHCD

SECTION 6: CHANGE OF DWELLING ACTIVITY

Change Of Dwelling Activity	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. COD Requests Received	222	305	383	-	-
B. Vouchers Issued	213	286	281	-	-
C. RFTAs Received	167	173	178	-	-
D. New Contracts	101	120	83	-	-
E. Outgoing Portability Vouchers Issued	5	15	67	-	-

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. Request for Tenancy Approvals (RFTA) Received=Number of received in the reporting month
D. New Contracts= Number of new HAP contracts executed (change of dwelling only)
E. Outgoing Portability Vouchers Issued = *Number of participants with a COD to another jurisdiction*

New Admission Activity	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. New Admission Vouchers Issued	-	12	15	-	-
B. New Admission Vouchers Received	-	-	1	-	-
C. New Contracts Completed	-	-	14	-	-

A. New Admission Vouchers Issued = Number of New Admission Vouchers Issued during the reporting month
B. New Admission Vouchers Received = Number of New Admission Vouchers received in the reporting month
C. New Contracts Completed =Number of New HAP Signings for New Admissions during the reporting month

* Revised by PHCD

SECTION 7: END OF PARTICIPATIONS

	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Terminations Effective in Month	10	26	-	-	-
B. Terminations Completed in Month	46	47	67	-	-
C. Terminations Reversed in Month	34	5	0	-	-

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

* Revised by PHCD

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	**20**
#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**
Total Points			**125**
De-concentration Bonus	5	5, 0	**0**
Score	100%	100% - 0%	**86.2%**
Rating - High Performer: 90% - 100% Standard Performer: 60% - 89% Troubled: 0% - 59%	**High**		**Standard Performer**

* Revised by PHCD

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	14,144	14,148	14,153	-	-
B. Missing/Outdated in PIC	252	118	229	-	-
C. Voucher Management System (VMS) Required in PIC	13892	14030	13,924	-	-
D. PIC Reporting Rate	101.81%	100.84%	101.64%	-	-

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

* Revised by PHCD

SECTION 10: DEMOGRAPHICS BY HEAD OF HOUSEHOLD

Demographic Profile*	Sept-14	Oct - 14	Nov - 14	Dec - 14
Elderly/Non-Elderly				
Age 62 and over	4,983	4,946		
Under Age 62	9,835	9,751		
Total	14,818	14,697		
Disabled				
Disabled and 62 and over	3,851	3,823		
Disabled and Under Age 62	2,364	2,345		
TOTAL	6,215	6,168		
Race				
White	6,632	6,580		
Black	8,157	8,088		
Others	29	29		
TOTAL	14,818	14,697		
Ethnicity				
Hispanic	6,892	6,838		
Non-Hispanic	7,926	7,859		
TOTAL	14,818	14,697		
Voucher Breakdown*				
0 Bedroom	48	28		
1 Bedroom	4,860	3,688		
2 Bedroom	4,477	4,751		
3 Bedroom	4,242	4,621		
4 Bedroom	1,051	1,420		
5 Bedroom	123	174		
6+ Bedroom	17	15		
TOTAL	14,818	14,697		

* Revised by PHCD

SECTION 11: CUSTOMER SERVICE

Client Office Visits	Sept-14	Oct-14	Nov-14	Dec-14
Appointments	559	777		
Document Drop Off	1,037	778		
Other Briefing Attendance	0	0		
Landlord Quarterly Meeting Attendance	0	54		
Walk-ins	2,796	3,174		
Total	4,392	4,783		
Call Center Tracking				
Calls Answered:	13,659	13,934		
Avg Speed of Answer (sec):	18	18		
Avg Handle Time (minutes):	3.1	3.1		
Avg Call Wait Time (sec):	10.6	29.4		
Avg Hold Time (sec):	0	0		
Avg Talk Time (min):	3.0	2.6		

* Revised by PHCD

SECTION 12: ANNUAL RE-EXAMINATIONS

Annual Reexaminations	Sept-14	Oct-14	Nov-14	Dec-14
A.) Due for the Month	1,381	1,411		
B.) Processed	1,002	1,245		
C.) Incomplete	379	166		
D.) % Complete	72.56%	88.24%		

A. Due for the Month =Total number of Annual Reexaminations Due in the reporting month.
B. Processed = Number of Annual Reexaminations processed during the reporting month.
C. Incomplete = Number of Annual Reexaminations remaining not completed during the reporting month.
*D. % Complete = Line B / Line A * 100*

* Revised by PHCD

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	Sept-14	Oct-14	Nov-14	Dec-14
A.) Total FSS Families Enrolled	161	164		
B.) FSS Families Graduated	1	1		
C.) FSS Families with Escrow Balance	89	91		
D.) % With Escrow Balance	56.28%	55.48%		
E.) Escrow Balance ($k)*	$227,216.77	$245,164.64		

A. Total FSS Families Enrolled =Number of Families enrolled in the FSS Program
B. FSS Families Graduated = Families Completing Contract of Participation
C. FSS Families with Escrow Balance = Those FSS Families that have and Escrow Balance
*D. % with Escrow Balance = Line C / Line A * 100*
E. Escrow Balance = Total Escrow Balance Accumulated at the end of the reporting month (September number corrected)

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	Sept-14	Oct-14	Nov-14	Dec-14
A.) Total Enrollees	179			

A. Total Enrollees = Number of Clients under the HOP Increment.

* Revised by PHCD

SECTION 14: HCV OWNERS

OWNERS	Sept-14	Oct-14	Nov-14	Dec-14
Total Number of HAP Payee's (Owners) in Month	6,743	6,770		

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

CVR ASSOCIATES INC

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT

MIAMI-DADE HOUSING CHOICE VOUCHER PROGRAM

INSPECTIONS MONTHLY MANAGEMENT REPORT

October 2014

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CVR ASSOCIATES INC

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October 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 inspector GPS accuracy on handheld devices for enhanced driving directions, monitoring and daily reporting analytics

    c. Inspector field tablets continue to perform with minimal issues following the Elite upgrade

    d. Have not received further information or requests from CGI, regarding HUD QC process or procedures

2. **Training**

    a. Updated HQS instruction materials to address common inspection scenarios occurring in Miami

3. **Inspections Operations**

    a. Scheduled and performed over 3,270 Annual, Initial and Complaint Inspections

4. **Customer Service**

    a. Attended Landlord Meeting and provided next day follow up to the three landlords having specific inspections related inquiries

    b. Resolved 410 customer service support tickets received through CVRs ticketing system (miamidade@hcvinspect.com) with an average response time of less than 2 hours and total average duration (from open to close) of 5.25 hours

    c. Received and answered over 3,825 calls 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	27			92
Unit Passed	6	8	2	2	7			25
Owner Responsibility: Abated	9	11	1	11	11			43
Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs	2	9	2	6	6			25
Joint Responsibility: Abated & Notified Tenant of Intent Term within 24 hrs	0	0	1	0	3			4
Unknown/Pending	0	0	0	0	0			0
Emergencies Addressed on Time	17	28	3	17	27			92
Percent Addressed on Time	100%	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	713	++			2,083
Corrected within 30 Days	65	473	541	554	++			1,633
Tenant Fail	NA*	NA*	12	18	++			30
Abated	33	97	80	141	++			351
Approved Extensions	0	0	0	0	++			0
Not Addressed On Time	4	56	9	0	++			69
Percent Addressed on Time	96.1%	91.1%	98.6%	100.0%	++			96.4%

* Not Reported in June and July

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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	1,414		
Moved/Terminated Before Inspection	68	67	73	84		
Total Due	1,306	1,313	1,339	1,330		
Inspections Completed On Time	1,286	1,292	1,306	1,325		
Inspections not Completed On Time	20	21	33	8		
Percent in Compliance	**98.5%**	**98.4%**	**97.5%**	**99.6%**		

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	51		
Total QC Inspections Passed*	1	101	29	40		
Percent Pass QC Inspection	**100.0%**	**100.0%**	**87.9%**	**78.4**		

* 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	111		
Average Days to First Inspection	6	9	5	5		

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**	**3,423**		
No-Entry Fails		**174**	**133**	**149**	**153**		
Completed	Annuals	1,355	1,408	1,663	1,830		
	Annual Re-Inspects	149	786	836	1,004		
	New/COD	181	187	181	150		
	New/COD Re-Inspects	133	99	114	64		
	Complaints	97	115	119	114		
	Emergency	36	63	34	57		
	Quality Control	1	101	33	51		
Total Completed		**1,952**	**2,759**	**2,980**	**3,270**		
Passed	Annuals	732	702	875	909		
	Annual Re-Inspects	99	561	640	765		
	New/COD	109	89	103	69		
	New/COD Re-Inspects	87	68	78	46		
	Complaints	33	29	42	45		
	Emergency	9	10	2	9		
	Quality Control	1	101	29	40		
Total Passed		**1,070**	**1,560**	**1,769**	**1,883**		
Failed	Annuals	623	706	788	921		
	Annual Re-Inspects	50	225	196	239		
	New/COD	72	98	78	81		
	New/COD Re-Inspects	46	31	36	18		
	Complaints	64	86	77	69		
	Emergency	27	53	32	48		
	Quality Control	0	0	4	11		
Total Failed		**882**	**1,199**	**1,211**	**1,387**		
% Passed	Annuals	54.0%	50.1%	47.4%	50.3%		
	Annual Re-Inspects	66.4%	28.6%	23.4%	23.8%		
	New/COD	60.2%	52.4%	43.1%	54.0%		
	New/COD Re-Inspects	65.4%	31.3%	31.6%	28.1%		
	Complaints	34.0%	74.8%	64.7%	60.5%		
	Emergency	25.0%	84.1%	94.1%	84.2%		
	Quality Control	100.0%	100.0%	87.9%	78.4%		
Total % Passed (of Completed)		**54.8%**	**56.5%**	**59.2%**	**57.6%**		
Total % Passed (of Attempted)		**50.3%**	**53.9%**	**56.6%**	**55.0%**		

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