

Memorandum



Date: June 24, 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 April 2015

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 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 – April 2015

CONTENTS

SECTION 1: EXECUTIVE SUMMARY3

SECTION 2: LEASING AND UTILIZATION4

SECTION 3: HOUSING ASSISTANCE PAYMENT EXPENDITURES.....5

SECTION 4: ATTRITION OF ACTIVE PARTICIPANTS6

SECTION 5: MONTHLY CHANGE IN UNITS LEASED7

SECTION 6: CHANGE OF DWELLING ACTIVITY.....8

SECTION 7: END OF PARTICIPATIONS.....9

SECTION 8: SECTION 8 MANAGEMENT ASSESSMENT PROGRAM.....10

SECTION 9: PUBLIC AND INDIAN HOUSING INFORMATION CENTER11

SECTION 10: DEMOGRAPHICS BY HEAD OF HOUSEHOLD12

SECTION 11: CUSTOMER SERVICE.....13

SECTION 12: ANNUAL RE-EXAMINATIONS14

SECTION 13: FAMILY SELF SUFFICIENCY (FSS) AND HOMEOWNERSHIP15

SECTION 14: HCV OWNERS.....16

SECTION 1: EXECUTIVE SUMMARY

Nan McKay and Associates, Inc. (NMA) held its quarterly HCV Owner meeting. Twenty-nine owners attended the April 29, 2015 owner meeting.

NMA has made final arrangements to bring Customer Contact Center in house effective July 1, 2015.

Through the collection of Customer Service Surveys, for the month of April, NMA earned a 95% customer satisfaction rating; 14% neutral and 4% dissatisfied.

NMA is rolling out a new customer service initiative. Each month 10% of our call center callers and 10% of our customer lobby visits will receive a follow up call from staff to gauge customer satisfaction, determine if we are meeting our clients' needs effectively, and to provide an added level of service our participants and owners may not expect from a social service provider.

SECTION 2: LEASING AND UTILIZATION

| Leasing Status | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| A. Total HCV Allocated | 15,253 | 15,253 | 15,253 | 15,253 | 15,287 | 15,287 | 15,287 | 15,287 | 15,287 |
| B. Total HCV Administered | 14,071 | 14,024 | 14,125 | 14,083 | 14,018 | 14,052 | 13,827 | 13,985 | 13,796 |
| C. Outgoing Payable Portables | 450 | 463 | 501 | 422 | 256 | 246 | 237 | 225 | 259 |
| D. Outgoing Payable Portables w/ Expired Payment End Dates | - | - | - | 16 | 73 | 47 | 86 | 82 | 67 |
| E. Total Clients Actively Searching | 0 | 88 | 71 | 73 | 82 | 83 | 75 | 85 | 88 |
| F. Total Actual Administered Clients | 14,521 | 14,575 | 14,697 | 14,594 | 14,429 | 14,428 | 14,225 | 14,295 | 14,210 |
| G. Voucher Utilization UML (%) | 95.2% | 95.6% | 96.4% | 95.6% | 94.4% | 94.4% | 93.1% | 93.5% | 93.0% |
| H. Incoming Billable Portables | 0 | 0 | 0 | 5 | 3 | 7 | 0 | 0 | 0 |
| I. Total HCV Leased | 14,521 | 14,487 | 14,626 | 14,521 | 14,350 | 14,156 | 14,064 | 14,033 | 14,012 |

- A. Total Housing Choice Voucher (HCV) Allocated = All HCV programs included (includes HUD VASH voucher Allocation)
- 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. Outgoing Payable Portables w/ Expired End Dates= Outgoing Payable Portables w/ Expired End Dates
- E. Total Active Clients Searching = Current HCV participants who have moved from their current unit and have not leased at time of Annual
- F. Active Participants = Total HCV Administered + Total Clients Searching - Outgoing Non-payable Ports
- G. Voucher Utilization (%) = Vouchers under HAP contract as of 1st of the month, including \$0 HAP; Unit Months Leased (UML)
- H. Incoming Billable Portables = Port In vouchers PHCD bills to other Housing Authority – PHCD previously absorbed all incoming vouchers
- I. 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)

SECTION 3: HOUSING ASSISTANCE PAYMENT EXPENDITURES

| HAP/UAP | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| A.) Housing Assistance Payments (HAP) (\$m) | \$11,296,533 | \$11,503,903 | \$11,201,537 | \$11,295,423 | \$11,203,796 | \$11,108,722 | \$11,101,312 | \$11,060,595 | \$10,907,300 |
| B.) Utility Allowance Payments (UAP) (\$k) | \$145,178 | \$151,004 | \$150,146 | \$150,881 | \$152,766 | \$147,838 | \$149,799 | \$140,069 | \$136,050 |
| C.) Total HAP/UAP Expenditures | \$11,441,711 | \$11,654,907 | \$11,351,683 | \$11,446,304 | \$11,356,563 | \$11,256,560 | \$11,251,111 | \$11,215,571 | \$11,072,293 |
| D.) Voucher Management System (VMS) HAP Expenses | \$11,393,621 | \$11,380,812 | \$11,384,428 | \$11,206,213 | \$10,898,227 | \$11,022,896 | \$10,948,993 | \$10,898,227 | \$10,816,332 |
| E.) Budget Authority | \$11,064,068 | \$11,064,068 | \$11,064,068 | \$11,064,068 | \$11,064,068 | \$11,374,859 | \$11,374,859 | \$11,374,859 | \$11,374,859 |
| F.) Monthly Percentage HAP/UAP % Expenditures (VMS) | 102.98% | 102.86% | 102.90% | 101.28% | 98.50% | 96.91% | 96.26% | 98.51% | 95.09% |
| G.) HAP Utilization (%) | 103.41% | 105.34% | 102.60% | 103.45% | 102.64% | 98.96% | 98.91% | 98.6% | 97.34% |
| H.) Average HAP (\$) (VMS) | \$787.94 | \$785.59 | \$781.74 | \$775.95 | \$768.94 | \$778.67 | \$778.67 | \$776.61 | \$771.93 |
| I.) Average HAP (\$) All HCV Report | \$787.94 | \$804.50 | \$785.99 | \$786.36 | \$794.23 | \$773.78 | \$770.19 | \$768.20 | \$768.16 |

- 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. Total VMS HAP/UAP Expenditures (\$m) = Total dollar amount of HAP/UAP paid during the reporting month (expressed in millions) From VMS Report
- E. Authorized HAP/UAP (\$m) = The maximum amount of funds available for payment to PHCD for each HAP contract
- F. HAP/UAP % Expenditures (VMS) = Total HAP/UAP Expenditures from VMS Report divided by Authorized HAP/UAP; expressed as a Percentage
- G. HAP Utilization (%) = Total HAP/UAP Expenditures from Payment Generation Report divided by Authorized HAP/UAP; expressed as a percentage (August number did not include UAP which affected the utilization percentage)
- H. 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.
- I. Average HAP (\$) (All HCV Report) = Average HAP paid for all units including portability (based on Total HAP/UAP expenditures made in the month/ not adjusted)From All HCV Report.

SECTION 4: ATTRITION OF ACTIVE PARTICIPANTS

| Change in Active Participants | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|--------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| A.) Total Active Participants | 14,885 | 14575 | 14697 | 14,594 | 14,429 | 14,428 | 14,225 | 14,295 | 14,210 |
| B.) Terminations | 46 | 423 | 67 | 54 | 65 | 49 | 69 | 52 | 71 |
| C.) Attrition | 0.31% | 2.90% | 0.46% | 0.37% | 0.45% | 0.34% | 0.49% | 0.36% | 0.50% |

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

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

SECTION 5: MONTHLY CHANGE IN UNITS LEASED

| Change in Units Leased | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| A. Prior Month Leased Units | n/a | 14,521 | 14,487 | 14,563 | 14,521 | 14,350 | 14,156 | 14,064 | 14,033 |
| B. New Admissions completed in Month | 13 | 5 | 46 | 17 | 3 | 6 | 10 | 7 | 19 |
| C. EOP Reversals | 34 | 5 | 0 | 0 | 0 | 7 | 6 | 3 | 1 |
| D. Participant Did Not Occupy a Unit in Prior Month | 245 | 38 | 71 | (68) | (69) | (67) | (48) | (55) | (64) |
| E. Participant Searching (moved out during reporting month) | | | 0 | (5) | (13) | (16) | (27) | (30) | (24) |
| F. Port-Outs who Ported Back | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| G. Port-Ins Absorbed by PHCD | 7 | 19 | 18 | 18 | 7 | 2 | 4 | 2 | 5 |
| H. EOPs Effective in Month or Prior | 46 | 43 | 67 | (54) | (65) | (49) | (42) | (52) | (71) |
| I. Port-Outs Absorbed by Receiving PHA | 0 | 3 | 31 | (8) | (203) | (2) | (15) | 0 | 0 |
| J. Other Changes | | 20 | 181 | 56 | 169 | 122 | 20 | 94 | 113 |
| K. Total Changes in Units Leased | 100 | 34 | 76 | (42) | (171) | 3 | (92) | (31) | (21) |
| L. Current Month Leased Units | 14,521 | 14,487 | 14,563 | 14,521 | 14,350 | 14,352 | 14,064 | 14,033 | 14,012 |

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. Searching Tenants Prior Month= 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. Clients who ported back to PHCD jurisdiction from another PHA

G. Port-Ins Absorbed by PHCD

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

I. Port-Outs Absorbed by Receiving PHA = In the reporting month; *All of the households which were ported-out (temporarily living in another jurisdiction) with Broward County Housing Authority have been permanently transferred to Broward Housing Authority resulting in the increase in terminations.

J. Other changes

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

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

SECTION 6: CHANGE OF DWELLING ACTIVITY

| Change Of Dwelling Activity | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| A. COD Requests Received | 222 | 305 | 383 | 283 | 334 | 252 | 173 | 241 | 382 |
| B. Vouchers Issued | 213 | 286 | 281 | 261 | 188 | 188 | 356 | 359 | 307 |
| C. RFTAs Received | 167 | 173 | 178 | 182 | 185 | 158 | 169 | 125 | 147 |
| D. New Contracts | 101 | 120 | 83 | 124 | 61 | *258 | 156 | 149 | 128 |
| E. Outgoing Portability Vouchers Issued | 5 | 15 | 67 | 42 | 3 | 14 | 45 | 46 | 43 |

- 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 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| A. New Admission Vouchers Issued | - | 12 | 15 | 5 | 26 | 0 | 0 | 103 | 31 |
| B. New Admission RFTA Vouchers Received | - | - | 1 | 1 | 0 | 10 | 0 | 0 | 10 |
| C. New Contracts Completed | - | - | 14 | 12 | 3 | 6 | 10 | 7 | 19 |

- A. New Admission Vouchers Issued = Number of New Admission Vouchers Issued during the reporting month
- B. New Admission Vouchers-Received = Number of New Admission Request for Tenancy Approval (RFTA) Vouchers received in the reporting month
- C. New Contracts Completed =Number of New HAP Signings for New Admissions during the reporting month

*Increase in number change of dwellings results in an increase HAP contracts executed

SECTION 7: END OF PARTICIPATIONS

| End of Participations | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| A. Terminations Effective in Month | 10 | 26 | 11 | 10 | 74 | 49 | 14 | 20 | 25 |
| B. Termination Completed in Month | 46 | 43 | 67 | 54 | 268* | 91 | 69 | 52 | 71 |
| C Terminations Reversed in Month | 34 | 5 | 0 | 0 | 0 | 7 | 6 | 3 | 1 |

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

**All of the households which were ported-out (temporarily living in another jurisdiction) with Broward County Housing Authority has been permanently transferred to Broward Housing Authority resulting in the increase in terminations.*

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 | 15 |
| #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 | | | 145 |
| De-concentration Bonus | 5 | 5, 0 | 0 |
| Score | 100% | 100% - 0% | 96% |
| Rating - High Performer: 90% - 100% Standard Performer: 60% - 89% Troubled: 0% - 59% | High | | High Performer |

SECTION 9: Public & Indian Housing Information Center (PIC)

| Public & Indian Housing Information Center (PIC) Data | 14-Aug | 14-Sep | 14-Oct | 14-Nov | 14-Dec | 15-Jan | 15-Feb | 15-Mar | 15-Apr |
|---|---------|---------|---------|--------|--------|--------|---------|---------|--------|
| A. Submitted in PIC | 14,144 | 14,148 | 14,153 | 14,098 | 14,028 | 13,924 | 13,872 | 13,859 | 13,806 |
| B. Missing/Outdated in PIC | 252 | 118 | 229 | 58 | 6 | *120 | -21 | 0 | |
| C. Voucher Management System (VMS) Required | 13,892 | 14,030 | 13,924 | 14,156 | 14,034 | 14,044 | 13,851 | 13,793 | |
| D. PIC Reporting Rate | 101.81% | 100.84% | 101.64% | 99.59% | 99.96% | 99.15% | 100.15% | 100.48% | |

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 = VMS Units Required in PIC = Leased minus port outs plus port in.

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

SECTION 10: DEMOGRAPHICS BY HEAD OF HOUSEHOLD

| Demographic Profile* | Sept-14 | Oct - 14 | Nov - 14 | Dec - 14 | Jan - 15 | Feb-15 | Mar-15 | Apr-15 |
|----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Elderly/Non-Elderly | | | | | | | | |
| Age 62 and over | 4,983 | 4,946 | 4,935 | 5,078 | 5,038 | 4,999 | 5,014 | 4,980 |
| Under Age 62 | 9,835 | 9,751 | 9,659 | 9,351 | 9,314 | 9,226 | 9,281 | 9,230 |
| TOTAL | 14,818 | 14,697 | 14,594 | 14,429 | 14,352 | 14,225 | 14,295 | 14,210 |
| Disabled | | | | | | | | |
| Disabled and 62 and over | 3,851 | 3,823 | 3,804 | 3,856 | 3,852 | 3,824 | 3,841 | 3,818 |
| Disabled and Under Age 62 | 2,364 | 2,345 | 2,342 | 2,117 | 2,207 | 2,211 | 2,229 | 2,220 |
| TOTAL | 6,215 | 6,168 | 6,146 | 5,973 | 6,059 | 6,035 | 6,070 | 6,038 |
| Race | | | | | | | | |
| White | 6,632 | 6,580 | 6,576 | 6,533 | 6,495 | 6,443 | 6,474 | 6,440 |
| Black | 8,157 | 8,088 | 7,989 | 7,869 | 7,831 | 7,756 | 7,794 | 7,743 |
| Others | 29 | 29 | 29 | 27 | 26 | 26 | 27 | 27 |
| TOTAL | 14,818 | 14,697 | 14,594 | 14,429 | 14,352 | 14,225 | 14,295 | 14,210 |
| Ethnicity | | | | | | | | |
| Hispanic | 6,892 | 6,838 | 6,826 | 6,781 | 6,752 | 6,695 | 6,730 | 6,693 |
| Non-Hispanic | 7,926 | 7,859 | 7,768 | 7,648 | 7,600 | 7,530 | 7,565 | 7,517 |
| TOTAL | 14,818 | 14,697 | 14,594 | 14,429 | 14,352 | 14,225 | 14,295 | 14,210 |
| Voucher Breakdown* | | | | | | | | |
| 0 Bedroom | 48 | 28 | 26 | 4 | 4 | 4 | 4 | 5 |
| 1 Bedroom | 4,860 | 3,688 | 3,966 | 5,240 | 5,218 | 5,186 | 5,214 | 5,173 |
| 2 Bedroom | 4,477 | 4,751 | 4,617 | 4,157 | 4,131 | 4,077 | 4,106 | 4,085 |
| 3 Bedroom | 4,242 | 4,621 | 4,488 | 3,792 | 3,773 | 3,736 | 3,748 | 3,732 |
| 4 Bedroom | 1,051 | 1,420 | 1,310 | 1,029 | 1,021 | 1,020 | 1,022 | 1,014 |
| 5 Bedroom | 123 | 174 | 172 | 178 | 179 | 176 | 175 | 177 |
| 6+ Bedroom | 17 | 15 | 15 | 29 | 26 | 26 | 26 | 24 |
| TOTAL | 14,818 | 14,697 | 14,594 | 14,429 | 14,352 | 14,225 | 14,295 | 14,210 |

* December numbers have significant differences due to using voucher issuance which is a better indicator of the level of assistance the families are receiving.

SECTION 11: CUSTOMER SERVICE

| Client Office Visits | Sept-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|---------------------------------------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Appointments | 559 | 777 | 1,015 | 1,354 | 806 | 959 | 1,012 | 1,069 |
| Document Drop Off | 1,037 | 778 | 2,004 | 2,314 | 1,110 | 1,283 | 1,427 | 1,743 |
| Other Briefing Attendance | 0 | 0 | 0 | 224 | 188 | 356 | 359 | 307 |
| Landlord Quarterly Meeting Attendance | 0 | 54 | 0 | 0 | 36 | 0 | 0 | 26 |
| Walk-ins *(See Specialist) | 2,796 | 3,174 | 112 | 168 | 1,532 | 1,665 | 1,859 | 1,653 |
| Total | 4,392 | 4,783 | 3,131 | 4,060 | 3,448 | 3,907 | 4,308 | 4,465 |
| Call Center Tracking | Sept-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
| Calls Answered: | 13,659 | 13,934 | 11,343 | 12,870 | 14,357 | 13,459 | 13,584 | 12,520 |
| Avg. Speed of Answer (sec): | 18 | 18 | 16 | 25 | 26 | 34 | 43 | 25 |
| Avg. Handle Time (minutes): | 3.1 | 3.1 | 2.8 | 2.7 | 2.5 | 2.4 | 3 | 3.1 |
| Avg. Call Wait Time (sec): | 10.6 | 29.4 | 15.2 | 18.4 | 20.3 | 8.6 | 14.8 | 20.1 |
| Avg. Hold Time (sec): | 0 | 0 | 0 | 0 | 0 | 0 | 0.4 | 0.9 |
| Avg. Talk Time (min): | 3.0 | 2.6 | 2.6 | 2.4 | 2.1 | 2.3 | 2.7 | 2.7 |

*Walk Ins-previous total included walk in's with appointments, walk in's without appointments, and document drop offs
 November reporting changed as well as the annual recertification process. Initially recertifications were conducted by mail and November changed to in-person interview appointments which decreased the walk in numbers and increased the document drop off numbers.

SECTION 12: ANNUAL RE-EXAMINATIONS

| Annual Reexaminations | Sept-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|-----------------------|---------|--------|--------|--------|--------|--------|--------|--------|
| A.) Due for the Month | 1,381 | 1,411 | 1,451 | 1,213 | 1,023 | 1,218 | 1,214 | 1,170 |
| B.) Processed | 1,002 | 1,245 | 1,328 | 1,056 | 946 | 1,154 | 1160 | 1,124 |
| C.) Incomplete | 379 | 166 | 132 | 157 | 41 | 64 | 54 | 46 |
| D.) % Complete | 72.56% | 88.24% | 91.52% | 87.06% | 92.21% | 94.75% | 95.55% | 96.07% |

A. Due for the Month = Total number of Annual Reexaminations Due in the reporting month (includes outgoing payable portables)
 B. Processed = Number of Annual Reexaminations processed during the reporting month.
 C. Incomplete = Number of Annual Reexaminations remaining not completed during the reporting month (with ITT's issued)
 D. % Complete = Line B / Line A * 100

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.

PHCD began with 305 mandatory slots in the FSS program and to date PHCD has successfully graduated 177 participants.

| Family Self-Sufficiency (FSS) Program | Sept-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|---------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| A.) Total FSS Families Enrolled | 161 | 164 | 163 | 159 | 156 | 150 | 147 | 143 |
| B.) FSS Families Graduated | 1 | 1 | 0 | 2 | 2 | 3 | 5 | 2 |
| C.) FSS Families with Escrow Balance | 89 | 91 | 91 | 88 | 91 | 89 | 89 | 88 |
| D.) % With Escrow Balance | 56.28% | 55.48% | 55.83% | 55.35% | 58.00% | 59.33% | 60.54% | 61.54% |
| E.) Escrow Balance (\$k)* | \$227,216.77 | \$245,164.64 | \$268,066.63 | \$258,792.13 | \$269,101.02 | \$274,613.39 | \$263,770.25 | \$284,901.50 |

- 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)

*Escrow balance reflect disbursements and forfeitures in the month.

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.

PHCD has assisted 197 families with purchasing a home through the Homeownership Program (no change from previous month)

| Homeownership Program | Sept-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|-----------------------|---------|--------|--------|--------|--------|--------|--------|--------|
| A.) Total Enrollees | 179 | 179 | 179 | 179 | 179 | 178 | 178 | 178 |

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

SECTION 14: HCV OWNERS

| OWNERS | Sept-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|---|---------|--------|--------|--------|--------|--------|--------|--------|
| Total Number of HAP Payee's (Owners) in Month | 6,743 | 6,770 | 6,709 | 6,696 | 6,680 | 6,680 | 6,637 | 6,600 |

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



**PUBLIC HOUSING AND
COMMUNITY DEVELOPMENT**

**MIAMI-DADE HOUSING
CHOICE VOUCHER
PROGRAM**

**INSPECTIONS MONTHLY
MANAGEMENT REPORT**

April 2015



Table of Contents

| | |
|--|---|
| April 2015 CVR Accomplishments and Highlights | 1 |
| 1.1 HQS Enforcement of Life Threatening Violations | 2 |
| 1.2 HQS Enforcement of Failed Inspections | 2 |
| 1.3 Annual Inspections | 3 |
| 1.4 Quality Control Inspections | 3 |
| 1.5 Requests for Pre-Contract Inspections | 3 |
| 1.6 Inspections Workload & Pass Rate..... | 4 |



April 2015 CVR Accomplishments and Highlights

1. Systems

- a. CVR has been coordinating with the Miami-Dade PHCD IT Dept. to develop an automatic batching process to deliver the daily inspection routes to all CVR inspectors' handheld inspection tablets. This is a seamless process that allows inspectors to begin routes without early morning delays.
- b. CVR enhanced the existing request for tenancy approval monitoring process to now capture inspections data for New Admission clients. This will assure efficient inspection processes along with accurate weekly reporting.

2. Training

- a. CVR continues to exceed HUD's minimum Quality Control inspections requirements including conducting monthly inspector meetings.
- b. CVR call agents and supervisors attended an in-office HQS training.

3. Inspections Operations

- a. Scheduled and performed a total of 2,280 Annual, Initial, Quality Control and Complaint Inspections

4. Customer Service

- a. Resolved 355 customer service support tickets received through CVR's ticketing system (miamidade@hcvinspect.com) with an average response time of 42 minutes and total average duration (from open to close) 7.75 hours.
- b. Received and answered 2,908 calls through our inspections customer service call center

Inspections Monthly Report – April 2015

1.1 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 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | YTD |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| First-Time Emergency Inspections | 17 | 28 | 3 | 17 | 27 | 32 | 23 | 6 | 23 | 58 | 18 | 252 |
| Unit Passed | 6 | 8 | 2 | 2 | 7 | 16 | 9 | 5 | 7 | 43 | 6 | 111 |
| Owner Responsibility: Abated | 9 | 11 | 1 | 11 | 11 | 8 | 4 | 2 | 5 | 8 | 5 | 75 |
| Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs | 2 | 9 | 2 | 6 | 6 | 8 | 8 | 7 | 10 | 6 | 7 | 71 |
| Joint Responsibility: Abated & Notified Tenant of Intent Term within 24 hrs | 0 | 0 | 1 | 0 | 3 | 0 | 2 | 2 | 1 | 1 | 0 | 10 |
| Unknown/Pending | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Emergencies Addressed on Time | 17 | 28 | 3 | 17 | 27 | 32 | 23 | 16 | 23 | 58 | 17 | 261 |
| Percent Addressed on Time | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 94.4% | 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* | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | YTD |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Units Failing HQS Inspections | 102 | 626 | 642 | 713 | 795 | 701 | 631 | 550 | 520 | 453 | ++ | 5,733 |
| Corrected within 30 Days | 65 | 473 | 541 | 554 | 660 | 592 | 547 | 467 | 451 | 365 | ++ | 4,715 |
| Tenant Fail. | N/A* | N/A* | 12 | 18 | 14 | 16 | 14 | 10 | 7 | 13 | ++ | 104 |
| Abated | 33 | 97 | 80 | 141 | 120 | 93 | 69 | 73 | 57 | 67 | ++ | 830 |
| Approved Extensions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 8 | ++ | 13 |
| Not Addressed On Time | 4 | 56 | 9 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | ++ | 71 |
| Percent Addressed on Time | 96.1% | 91.1% | 98.6% | 100.0% | 99.9% | 100.0% | 99.7% | 100.0% | 100.0% | 100.0% | N/A | 98.2% |

* Not reported in June or July



1.3 Annual Inspections

| Annuals | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | YTD |
|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total Scheduled | 1,374 | 1,380 | 1,412 | 1,414 | 1,124 | 1,004 | 990 | 1,155 | 1,505 | 1,516 | 12,874 |
| Moved/Terminated Before Inspection | 68 | 67 | 73 | 84 | 71 | 58 | 62 | 79 | 109 | 160 | 831 |
| Total Due | 1,306 | 1,313 | 1,339 | 1,330 | 1,053 | 946 | 928 | 1,076 | 1,396 | 1,356 | 10,687 |
| Inspections Completed On Time | 1,286 | 1,292 | 1,306 | 1,325 | 1,045 | 943 | 925 | 1,073 | 1,392 | 1,343 | 11,930 |
| Inspections not Completed On Time | 20 | 21 | 33 | 5 | 8 | 3 | 3 | 3 | 4 | 13 | 100 |
| Percent in Compliance | 98.5% | 98.4% | 97.5% | 99.6% | 99.2% | 99.7% | 99.7% | 99.7% | 99.7% | 99.0% | 99.1% |

1.4 Quality Control Inspections

| Quality Control of HQS Inspections | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | YTD |
|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----|
| Total QC Inspections Completed | 1 | 101 | 33 | 51 | 42 | 44 | 37 | 36 | 42 | 37 | 424 |
| Total QC Inspections Passed | 1 | 101 | 29 | 40 | 32 | 34 | 36 | 36 | 41 | 36 | 386 |
| Percentage Inspector Pass Rate | 100.0% | 100.0% | 87.9% | 78.4% | 88.1% | 77.3% | 97.3% | 100.0% | 97.6% | 97.3% | 92% |

* Reflects findings of previous inspector

1.5 Requests for Pre-Contract Inspections

| RFTA - Request for Inspection to First Attempt Inspection | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | YTD |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Requests for Inspection | 5 | 110 | 142 | 111 | 149 | 154 | 103 | 142 | 115 | 91 | 1,122 |
| Average Days to First Inspection | 6.2 | 8.8 | 5.0 | 5.0 | 3.0 | 6.6 | 5.8 | 4.0 | 7.7 | 6.3 | 5.8 |

Inspections Monthly Report – April 2015

1.6 Inspections Workload & Pass Rate

| Inspection Type & Result | | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 |
|--------------------------------------|---------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Total Attempted | | 2,126 | 2,895 | 3,129 | 3,423 | 3,177 | 3,374 | 2,594 | 2,402 | 2,622 | 2,280 |
| No-Entry Fails | | 174 | 133 | 149 | 153 | 130 | 174 | 121 | 115 | 122 | 102 |
| Completed | Annuals | 1,355 | 1408 | 1663 | 1,830 | 1,812 | 1,599 | 1,298 | 1214 | 1163 | 1189 |
| | Annual Re-Inspects | 149 | 786 | 836 | 1,004 | 807 | 1,028 | 709 | 654 | ** 769 | ** 573 |
| | New/COD | 181 | 187 | 181 | 150 | 151 | 240 | 179 | 153 | 226 | 162 |
| | New/COD Re-Inspects | 133 | 99 | 114 | 64 | 75 | 107 | 63 | 75 | 101 | 86 |
| | Complaints | 97 | 115 | 119 | 114 | 95 | 132 | 148 | 107 | 78 | 93 |
| | Emergency | 36 | 63 | 34 | 57 | 65 | 53 | 40 | 48 | 121 | 38 |
| | Quality Control | 1 | 101 | 33 | 51 | 42 | 41 | 37 | 36 | 42 | 37 |
| Total Completed | | 1,952 | 2,769 | 2,980 | 3,270 | 3,047 | 3,200 | 2,473 | 2,287 | 2,500 | 1,605 |
| Passed | Annuals | 732 | 702 | 875 | 909 | 1,026 | 910 | 672 | 618 | 649 | 622 |
| | Annual Re-Inspects | 99 | 561 | 640 | 765 | 626 | 786 | 540 | 509 | 556 | 413 |
| | New/COD | 109 | 89 | 103 | 69 | 80 | 133 | 102 | 81 | 127 | 83 |
| | New/COD Re-Inspects | 87 | 68 | 78 | 46 | 55 | 89 | 46 | 56 | 78 | 63 |
| | Complaints | 33 | 29 | 42 | 45 | 33 | 39 | 67 | 54 | 23 | 31 |
| | Emergency | 9 | 10 | 2 | 9 | 17 | 13 | 12 | 10 | 47 | 10 |
| | Quality Control | 1 | 101 | 29 | 40 | 37 | 34 | 35 | 36 | 41 | 36 |
| Total Passed | | 1,070 | 1,660 | 1,769 | 1,883 | 1,874 | 2,004 | 1,474 | 1,364 | 1,521 | 1,258 |
| Failed | Annuals | 623 | 706 | 788 | 921 | 786 | 689 | 626 | 596 | 514 | 567 |
| | Annual Re-Inspects | 50 | 225 | 196 | 239 | 181 | 242 | 168 | 145 | 213 | 160 |
| | New/COD | 72 | 98 | 78 | 81 | 71 | 107 | 77 | 72 | 99 | 79 |
| | New/COD Re-Inspects | 46 | 31 | 36 | 18 | 20 | 18 | 17 | 19 | 23 | 23 |
| | Complaints | 64 | 86 | 77 | 69 | 62 | 93 | 81 | 53 | 55 | 62 |
| | Emergency | 27 | 53 | 32 | 48 | 48 | 40 | 28 | 38 | 74 | 28 |
| | Quality Control | 0 | 0 | 4 | 11 | 5 | 10 | 2 | 0 | 1 | 1 |
| Total Failed | | 882 | 1,199 | 1,211 | 1,387 | 1,173 | 1,199 | 999 | 923 | 979 | 920 |
| % Passed | Annuals | 54.0% | 49.9% | 52.6% | 49.7% | 56.6% | 56.9% | 51.8% | 50.9% | 55.8% | 52.3% |
| | Annual Re-Inspects | 66.4% | 71.4% | 76.6% | 76.2% | 77.6% | 76.5% | 76.3% | 77.8% | 72.3% | 72.1% |
| | New/COD | 60.2% | 47.6% | 56.9% | 46.0% | 53.0% | 44.6% | 43.0% | 47.1% | 43.8% | 48.8% |
| | New/COD Re-Inspects | 65.4% | 68.7% | 68.4% | 71.9% | 73.3% | 83.2% | 73.0% | 74.7% | 77.2% | 73.3% |
| | Complaints | 34.0% | 25.2% | 35.3% | 39.5% | 34.7% | 29.5% | 45.3% | 50.5% | 29.5% | 33.3% |
| | Emergency | 25.0% | 15.9% | 5.9% | 15.8% | 26.2% | 24.5% | 30.0% | 20.8% | 38.8% | 26.3% |
| | Quality Control | 100.0% | 100.0% | 87.9% | 78.4% | 88.1% | 82.9% | 94.6% | 100.0% | 97.6% | 97.3% |
| Total % Passed (of Completed) | | 54.8% | 56.5% | 59.4% | 57.6% | 61.5% | 62.6% | 59.6% | 59.6% | 60.8% | 78.4% |
| Total % Passed (of Attempted) | | 50.3% | 53.9% | 56.5% | 55.0% | 59.0% | 59.4% | 56.8% | 56.8% | 58.0% | 55.2% |

**** Decrease of April re-inspections compared to March:**

March had fewer completed Annuals than February

February's pass rate was lower than March, resulting in more re-inspections for March

March also experienced the highest Annual pass rate since January, resulting in fewer re-inspections for April

Due to quantity completed and pass rate changes, May's report will reflect an increase in re-inspections.