Memorandum

MIAMI-DADE COUNTY

Date: August 12, 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 May 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 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 – May 2015

Contents

SECTION 1: EXECUTIVE SUMMARY 3
SECTION 2: LEASING AND UTILIZATION 4
SECTION 3: HOUSING ASSISTANCE PAYMENT EXPENDITURES 5
SECTION 4: ATTRITION OF ACTIVE PARTICIPANTS 6
SECTION 5: MONTHLY CHANGE IN UNITS LEASED 7
SECTION 6: CHANGE OF DWELLING ACTIVITY 8
SECTION 6A: NEW ADMISSION ACTIVITY 8
SECTION 7: END OF PARTICIPATIONS 9
SECTION 8: SECTION 8 MANAGEMENT ASSESSMENT PROGRAM 10
SECTION 9: PUBLIC & INDIAN HOUSING INFORMATION CENTER (PIC) 11
SECTION 10: DEMOGRAPHICS BY HEAD OF HOUSEHOLD 12
SECTION 11: CUSTOMER SERVICE 13
SECTION 12: ANNUAL RE-EXAMINATIONS 14
SECTION 13: FAMILY SELF SUFFICIENCY (FSS) AND HOMEOWNERSHIP 15
SECTION 14: HCV OWNERS 16

SECTION 1: EXECUTIVE SUMMARY

Call center volume reduced to the second lowest number since NMA commenced administering the HCV program; 11,949 calls were received.

Customer Satisfaction surveys administered in May; NMA received a 97% customer satisfaction rating.

NMA finalized the agreement to bring the customer service call center in house. NMA team members will begin full operation and management of the customer call center effective July 1, 2015.

SECTION 2: LEASING AND UTILIZATION

Leasing Status	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
A. Total HCV Allocated	15,253	15,253	15,253	15,287	15,287	15,287	15,287	15,287	15,287
B. Total HCV Administered**	14,024	14,125	14,083	14,018	14,052	13,827	13,985	13,796	13,828
C. Outgoing Payable Portables	463	501	422	256	246	237	225	259	247
D. Outgoing Payable Portables - Expired End Dates*	-	-	16	73	47	86	82	67	27
E. Total Clients Actively Searching	88	71	73	82	83	75	85	88	82
F. Total Actual Administered Clients	14,575	14,697	14,594	14,429	14,428	14,225	14,295	14,210	14,183
G. Voucher Utilization UML (%)	95.6%	96.4%	95.6%	94.4%	94.4%	93.1%	93.5%	93.0%	92.8%
H. Incoming Billable Portables	0	0	5	3	7	0	0	0	2
I. Total HCV Leased	14,487	14,626	14,521	14,350	14,156	14,064	14033	14,012	13,988

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 Payment End Dates – Clients who we have not received a 52665 to update the annual information as well as the payment end date. This has now expired.*
E. *Total Active Clients Searching = Current HCV participants who have moved from their current unit and have not leased at time of Annual. This does not include New Admissions or Port-ins.*
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 PCHD 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	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
A.) Housing Assistance Payments (HAP) ($m)	$11,503,903	$11,201,537	$11,295,423	$11,203,796	$11,108,722	$11,101,312	$11,060,595	$10,907,300	$10,762,587
B.) Utility Allowance Payments (UAP) ($k)	$151,004	$150,146	$150,881	$152,766	$147,838	$149,799	$140,069	$136,050	$132,498
C.) Total HAP/UAP Expenditures	$ 11,654,907	$11,351,683	$11,446,304	$11,356,563	$11,256,560	$11,251,111	$11,215,571	$11,072,293	$10,895,085
D.) Voucher Management System (VMS) HAP Expenses	$ 11,380,812	$11,384,428	$11,206,213	$10,898,227	$11,022,896	$10,948,993	$10,898,227	$10,816,332	$10,924,174
E.) Budget Authority	11,064,068	$11,064,068	$11,064,068	$11,064,068	$11,374,859	$11,374,859	$11,374,859	$11,374,859	$11,374,859
F.) Monthly Percentage HAP/UAP % Expenditures (VMS)	102.86%	102.90%	101.28%	98.50%	96.91%	96.26%	98.51%	95.09%	96.04%
G.) HAP Utilization (%)	105.34%	102.60%	103.45%	102.64%	98.96%	98.91%	98.6%	97.34%	95.78%
H.) Average HAP ($) (VMS)	$785.59	$781.74	$775.95	$768.94	$778.67	$778.67	$776.61	$771.93	$772.80
I.) Average HAP ($) (All HCV Report)	$804.50	$785.99	$786.36	$794.23	$773.78	$770.19	$768.20	$768.16	$767.18

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 (includes total vouchers, portable vouchers administered (port-in), and 5-yr. mainstream)

E. Budget Authority = 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	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
Total Active Participants	14575	14697	14,594	14,429	14,428	14,225	14,295	14,210	14,183
Terminations	12	10	10	74	17	19	20	27	57
Attrition	0.08%	0.07%	0.07%	0.51%	0.12%	0.13%	0.14%	0.19%	0.40%

A. Total Active Participants = Total Number of Participants excluding Outgoing Non Payable Portables
B. Terminations= Number of participants with a program exit effective in the reporting month

SECTION 5: MONTHLY CHANGE IN UNITS LEASED

Change in Units Leased	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
A. Prior Month Leased Units	14,521	14,487	14,563	14,521	14,350	14,156	14,064	14,033	14,012
B. New Admissions completed in Month	5	46	17	3	6	10	7	19	22
C. EOP Reversals	5	0	0	0	7	6	3	1	2
D. Participant Did Not Occupy a Unit in Prior Month	38	71	68	69	67	48	55	64	70
E. Participant Searching (moved out during reporting month)	-	0	5	13	16	27	30	24	15
F. Port-Outs who Ported Back	1	0	2	0	0	0	0	0	0
G. Port-Ins Absorbed by PHCD	19	18	18	7	2	4	2	5	0
H. EOPs Effective in Month	5	9	8	64	11	18	20	14	10
I. Port-Out EOP's Effective in Month (Absorbed by Receiving PHA)	7	1	0	2	6	1	0	13	47
J. Other Changes	30	73	2	33	87	214	62	69	94
K. Total Changes in Units Leased	34	76	42	171	2	288	31	21	24
L. Current Month Leased Units	14,487	14,563	14,521	14,350	14,352	14,064	14,033	14,012	13,988

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 = End of Participations with effective dates in the reporting month
I. Port-Out EOP's (Absorbed by Receiving PHA) = EOP's effective in the reporting month; Receiving PHA absorbed tenant
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	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
A. COD Requests Received	305	383	283	334	252	173	241	382	175
B. Vouchers Issued	286	281	261	188	188	356	359	307	324
C. RFTAs Received	173	178	182	185	158	169	125	147	145
D. New Contracts	120	83	124	61	*258	156	149	128	126
E. Outgoing Portability Vouchers Issued	15	67	42	3	14	45	46	43	38

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*

SECTION 6 A: NEW ADMISSION ACTIVITY

New Admission Activity	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
A. New Admission Vouchers Issued	12	15	5	26	0	0	103	31	72
B. New Admission Vouchers Received	-	1	1	0	10	0	0	10	27
C. New Contracts Completed	-	14	12	3	6	10	7	19	22

A. New Admission Vouchers Issued = Number of New Admission Vouchers Issued in 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 in the reporting month

SECTION 7: END OF PARTICIPATIONS

End of Participations	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
A. Terminations Effective in Month	12	10	10	74	17	14	20	27	57
B. Terminations Processed in Month*	47	46	64	267	91	117	134	84	122
C Terminations Reversed in Month	5	0	0	0	7	6	3	1	2

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

** EOP termination may have a future effective date- In May there was an increase in terminations processed as a result of absorptions, effective in months prior, by other Public Housing Authorities.*

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**

JBLIC & INDIAN HOUSING
I CENTER (PIC)

using (PIC)	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
	14,148	14,153	14,098	14,028	13,924	13,872	13,859	13,806	13,760
IC	118	229	58	6	120	21	66	41	29
t System C	14,030	13,924	14,156	14,034	14,044	13,851	13,793	13,765	13,731
	100.84%	101.64%	99.59%	99.96%	99.15%	100.15%	100.48%	100.30%	100.21%

nber of 50058's submitted to the PIC for current month; as reported in PIC

IC= Number of 50058's missing from PIC for current month; as reported in PIC

= VMS Units Leased minus port outs plus port in.

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	May-15
Elderly/Non-Elderly									
Age 62 and over	4,983	4,946	4,935	5,078	5,038	4,999	5,014	4,980	4,983
Under Age 62	9,835	9,751	9,659	9,351	9,314	9,226	9,281	9,230	9,200
TOTAL	**14,818**	**14,697**	**14,594**	**14,429**	**14,352**	**14,225**	**14,295**	**14,210**	**14,183**
Disabled									
Disabled and 62 and over	3,851	3,823	3,804	3,856	3,852	3,824	3,841	3,818	3,838
Disabled and Under Age 62	2,364	2,345	2,342	2,117	2,207	2,211	2,229	2,220	2,216
TOTAL	**6,215**	**6,168**	**6,146**	**5,973**	**6,059**	**6,035**	**6,070**	**6,038**	**6,054**
Race									
White	6,632	6,580	6,576	6,533	6,495	6,443	6,474	6,440	6,424
Black	8,157	8,088	7,989	7,869	7,831	7,756	7,794	7,743	7,730
Others	29	29	29	27	26	26	27	27	29
TOTAL	**14,818**	**14,697**	**14,594**	**14,429**	**14,352**	**14,225**	**14,295**	**14,210**	**14,183**
Ethnicity									
Hispanic	6,892	6,838	6,826	6,781	6,752	6,695	6,730	6,693	6,680
Non-Hispanic	7,926	7,859	7,768	7,648	7,600	7,530	7,565	7,517	7,503
TOTAL	**14,818**	**14,697**	**14,594**	**14,429**	**14,352**	**14,225**	**14,295**	**14,210**	**14,183**
Voucher Breakdown*									
0 Bedroom	48	28	26	4	4	4	4	5	4
1 Bedroom	4,860	3,688	3,966	5,240	5,218	5,186	5,214	5,173	5,184
2 Bedroom	4,477	4,751	4,617	4,157	4,131	4,077	4,106	4,085	4,074
3 Bedroom	4,242	4,621	4,488	3,792	3,773	3,736	3,748	3,732	3,702
4 Bedroom	1,051	1,420	1,310	1,029	1,021	1,020	1,022	1,014	1,023
5 Bedroom	123	174	172	178	179	176	175	177	173
6+ Bedroom	17	15	15	29	26	26	26	24	23
TOTAL	**14,818**	**14,697**	**14,594**	**14,429**	**14,352**	**14,225**	**14,295**	**14,210**	**14,183**

** 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	May-15
Appointments	559	777	1,015	1,354	806	959	1,012	1,069	1,208
Document Drop Off	1,037	778	2,004	2,314	1,110	1,283	1,427	1,743	1,267
Other Briefing Attendance	0	0	0	224	188	356	359	307	495
Quarterly Landlord Meeting Attendance	0	54	0	0	36	0	0	26	0
Walk-ins *(See Specialist)	2,796	3,174	112	168	1,532	1,665	1,859	1,653	1,533
Total	4,392	4,783	3,131	4,060	3,448	3,907	4,308	4,465	4,415
Call Center Tracking	**Sept-14**	**Oct-14**	**Nov-14**	**Dec-14**	**Jan-15**	**Feb-15**	**Mar-15**	**Apr-15**	**May-15**
Calls Answered:	13,659	13,934	11,343	12,870	14,357	13,459	13,584	12,520	11,949
Avg. Speed of Answer (sec):	18	18	16	25	26	34	43	25	16
Avg. Handle Time (minutes):	3.1	3.1	2.8	2.7	2.5	2.4	3	3.1	2.7
Avg. Call Wait Time (sec):	10.6	29.4	15.2	18.4	20.3	8.6	14.8	20.1	11.3
Avg. Hold Time (sec):	0	0	0	0	0	0	0.4	0.9	0.1
Avg. Talk Time (min):	3.0	2.6	2.6	2.4	2.1	2.3	2.7	2.7	2.5

**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	May-15
A.) Due for the Month	1,381	1,411	1,451	1,213	1,023	1,218	1,214	1,170	1,143
B.) Processed	1,002	1,245	1,328	1,056	946	1,154	1160	1,124	1,122
C.) Incomplete	379	166	132	157	41	64	54	46	21
D.) % Complete	72.56%	88.24%	91.52%	87.06%	92.21%	94.75%	95.55%	96.07%	98.16%

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 (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.

Family Self-Sufficiency (FSS) Program	Sept-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
A.) Total FSS Families Enrolled	161	164	163	159	156	150	147	143	156
B.) FSS Families Graduated	1	1	0	2	2	3	5	2	1
C.) FSS Families with Escrow Balance	89	91	91	88	91	89	89	88	86
D.) % With Escrow Balance	56.28%	55.48%	55.83%	55.35%	58.00%	59.33%	60.54%	61.54%	55.13%
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	$275,896.49

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 Family Self-Sufficiency (FSS) program enrolled 19 new members bringing the total to 156.

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

Homeownership Program	Sept-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
A.) Total Enrollees	179	179	179	179	179	178	178	178	180

Two HCV participant families purchased homes through Homeownership Program.

A. Total Enrollees = Number of Clients under the ALL Increments.

SECTION 14: HCV OWNERS

OWNERS	Sept-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-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	6,558

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

CVR

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT

MIAMI-DADE HOUSING CHOICE VOUCHER PROGRAM

INSPECTIONS MONTHLY MANAGEMENT REPORT

May 2015

Table of Contents

May 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

CVR

May 2015 CVR Accomplishments and Highlights

1. **Systems**
    a. CVR coordinated 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. A script will be provided this month to allow PHCD to test before implementation.
    b. CVR enhanced the existing request for tenancy approval monitoring process to capture inspections data for New Admission clients. This has proven to be an efficient tool to monitor the Request for Tenancy Approval process through completed HAP execution.
2. **Training**
    a. CVR continues to provide quarterly inspector training and Quality Assurance review
3. **Inspections Operations**
    a. CVR has hired an inspections specialist, who balances time between the office and field duties. This position improves staff coverage along with faster response time for emergency issues.
    b. Scheduled and performed a total of 2,178 Annual, Initial, Quality Control and Complaint Inspections
4. **Customer Service**
    a. Resolved 355 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) 8.5 hours.
    b. Received and answered 2,908 calls through our inspections customer service call center

Inspections Monthly Report – May 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	May-15	YTD
First-Time Emergency Inspections	17	28	3	17	27	32	23	16	23	58	18	26	288
Unit Passed	6	8	2	2	7	16	9	5	7	43	6	11	122
Owner Responsibility: Abated	9	11	1	11	11	8	4	2	5	8	5	11	86
Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs	2	9	2	6	6	8	8	7	10	6	7	3	74
Joint Responsibility: Abated & Notified Tenant of Intent Term within 24 hrs	0	0	1	0	3	0	2	2	1	1	0	1	11
Unknown/Pending	0	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	26	287
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%	99.7%

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	May-15	YTD
Units Failing HQS Inspections	102	626	642	713	795	701	631	550	520	453	493	++	6,226
Corrected within 30 Days	65	473	541	554	660	592	547	467	451	365	413	++	5,128
Tenant Fail	N/A*	N/A*	12	18	14	16	14	10	7	13	12	++	116
Abated	33	97	80	141	120	93	69	73	57	67	65	++	895
Approved Extensions	0	0	0	0	0	0	0	0	5	8	3	++	16
Not Addressed On Time	4	56	9	0	1	0	1	0	0	0	0	++	71
Percent Addressed on Time	96.1%	91.1%	98.5%	100.0%	99.9%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	N/A	98.7%

** 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	May-15	YTD
Total Scheduled	1,374	1,380	1,412	1,414	1,124	1,004	990	1,155	1,505	1,516	1,355	14,229
Moved/Terminated Before Inspection	68	67	73	84	71	58	62	79	109	160	79	910
Total Due	1,306	1,313	1,339	1,330	1,053	946	928	1,076	1,396	1,356	1,276	13,319
Inspections Completed On Time	1,286	1,292	1,306	1,325	1,045	943	925	1,073	1,392	1,343	1,268	13,198
Inspections not Completed On Time	20	21	33	5	8	3	3	3	4	13	8	121
Percent in Compliance	98.5%	98.4%	97.5%	99.6%	99.2%	99.7%	99.7%	99.7%	99.7%	99.0%	99.4%	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	May-15	YTD
Total QC Inspections Completed	1	101	33	51	42	44	37	36	42	37	15	439
Total QC Inspections Passed	1	101	29	40	32	34	36	36	41	36	14	400
Percentage Inspector Pass Rate	100.0%	100.0%	87.9%	78.4%	88.1%	77.3%	97.3%	100.0%	97.6%	97.3%	93.3%	91%

** 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	May-15	YTD
Requests for Inspection	5	110	142	111	149	154	103	142	115	91	148	1,270
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	7.0	5.9

Inspections Monthly Report – May 2015

Inspection Type & Result		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	YTD
Total Attempted		**2,126**	**2,895**	**3,129**	**3,423**	**3,177**	**3,374**	**2,594**	**2,402**	**2,622**	**2,280**	**2,096**	**30,118**
No-Entry Fails		**174**	**133**	**149**	**153**	**130**	**174**	**121**	**115**	**122**	**102**	**82**	**1,455**
Completed	Annuals	1,355	1408	1663	1,830	1,812	1,599	1,298	1214	1163	1189	907	15,438
	Annual Re-Inspects	149	786	836	1,004	807	1,028	708	654	769	573	644	7,958
	New/COD	181	187	181	150	151	240	179	153	226	162	190	2,000
	New/COD Re-Inspects	133	99	114	64	75	107	63	75	101	86	78	995
	Complaints	97	115	119	114	95	132	148	107	78	93	127	1,225
	Emergency	36	63	34	57	65	53	40	48	121	38	53	608
	Quality Control	1	101	33	51	42	41	37	36	42	37	15	436
Total Completed		**1,952**	**2,759**	**2,980**	**3,270**	**3,047**	**3,200**	**2,473**	**2,287**	**2,500**	**2,178**	**2,014**	**28,660**
Passed	Annuals	732	702	875	909	1,026	910	672	618	649	622	461	8,176
	Annual Re-Inspects	99	561	640	765	626	786	540	509	556	413	475	5,970
	New/COD	109	89	103	69	80	133	102	81	127	83	109	1,085
	New/COD Re-Inspects	87	68	78	46	55	89	46	56	78	63	57	723
	Complaints	33	29	42	45	33	39	67	54	23	31	35	431
	Emergency	9	10	2	9	17	13	12	10	47	10	14	153
	Quality Control	1	101	29	40	37	34	35	36	41	36	14	404
Total Passed		**1,070**	**1,560**	**1,769**	**1,883**	**1,874**	**2,004**	**1,474**	**1,364**	**1,521**	**1,258**	**1,165**	**16,942**
Failed	Annuals	623	706	788	921	786	689	626	596	514	567	446	7,262
	Annual Re-Inspects	50	225	196	239	181	242	168	145	213	160	169	1,988
	New/COD	72	98	78	81	71	107	77	72	99	79	81	915
	New/COD Re-Inspects	46	31	36	18	20	18	17	19	23	23	21	272
	Complaints	64	86	77	69	62	93	81	53	55	62	92	794
	Emergency	27	53	32	48	48	40	28	38	74	28	39	455
	Quality Control	0	0	4	11	5	10	2	0	1	1	1	35
Total Failed		**882**	**1,199**	**1,211**	**1,387**	**1,173**	**1,199**	**999**	**923**	**979**	**920**	**849**	**11,721**
% Passed	Annuals	54.0%	49.9%	52.6%	49.7%	56.6%	56.9%	51.8%	50.9%	55.8%	52.3%	50.8%	53.0%
	Annual Re-Inspects	66.4%	71.4%	76.6%	76.2%	77.6%	76.5%	76.3%	77.8%	72.3%	72.1%	73.8%	75.0%
	New/COD	60.2%	47.6%	56.9%	46.0%	53.0%	55.4%	57.0%	52.9%	56.2%	51.2%	57.4%	54.3%
	New/COD Re-Inspects	65.4%	68.7%	68.4%	71.9%	73.3%	83.2%	73.0%	74.7%	77.2%	73.3%	73.1%	72.7%
	Complaints	34.0%	25.2%	35.3%	39.5%	34.7%	29.5%	45.3%	50.5%	29.5%	33.3%	27.6%	35.2%
	Emergency	25.0%	15.9%	5.9%	15.8%	26.2%	24.5%	30.0%	20.8%	38.8%	26.3%	26.4%	25.2%
	Quality Control	100.0%	100.0%	87.9%	78.4%	88.1%	82.9%	94.6%	100.0%	97.6%	97.3%	93.3%	92.7%
Total % Passed (of Completed)		**54.8%**	**56.5%**	**59.4%**	**57.6%**	**61.5%**	**62.6%**	**59.6%**	**59.6%**	**60.8%**	**57.8%**	**57.8%**	**59.1%**
Total % Passed (of Attempted)		**50.3%**	**53.9%**	**56.5%**	**55.0%**	**59.0%**	**59.4%**	**56.8%**	**56.8%**	**58.0%**	**55.2%**	**55.6%**	**56.3%**