

Memorandum



Date: September 23, 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 August 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 attached 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 – August 2015**

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SECTION 1: EXECUTIVE SUMMARY

In August, 2015, Public Housing and Community Development (PHCD) increased the program's Payment Standards effective September 1, 2015, to ensure families can continue to afford their units and funds received from the Department of Housing and Urban Development (HUD) are appropriately expended. In addition to this, Nan McKay and Associates, Inc. (NMA) continues its efforts to increase the number of families that will lease housing in Miami-Dade County, through the Housing Choice Voucher Program. PHCD has increased the number of families that are pulled from the waitlist with the goal of meeting the 98% utilization requirement by HUD by end of FY2015.

On July 1, 2015, NMA transitioned its Customer Service Call Center operations to the Miami-Dade Housing Choice Voucher Program office.

SECTION 2: LEASING AND UTILIZATION

MIAMI-DADE COUNTY: PUBLIC HOUSING & COMMUNITY DEVELOPMENT

Leasing Status	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
A. Total HCV Allocated	15,253	15,253	15,253	15,287	15,287	15,287	15,287	15,287	15,287	15,287	15,287	15,328
B. Total HCV Administered	14,024	14,125	14,083	14,018	14,052	13,827	13,985	13,796	13,828	13,819	13,884	13,892
C. Outgoing Payable Portables	463	501	422	256	246	237	225	259	247	211	240	213
D. Outgoing Payable Portables - Expired End Dates	-	-	16	73	47	86	82	67	27	26	20	36
E. Total Participants Actively Searching	88	71	73	82	83	75	85	88	82	83	89	88
F. Total Actual Administered Clients	14,575	14,697	14,594	14,429	14,428	14,225	14,295	14,210	14,183	14,139	14,233	14,229
G. Voucher Utilization UML (%)	95.6%	96.4%	95.6%	94.4%	94.4%	93.1%	93.5%	93.0%	92.8%	92.5%	93.1%	91%
H. Incoming Billable Portables	0	0	5	3	7	0	0	0	2	1	1	1
I. Total HCV Leased	14,487	14,626	14,521	14,350	14,156	14,064	14,033	14,012	13,988	13,910	13,928	13,892

- A. Total Housing Choice Vouchers (HCV) Allocated = All HCV programs included (with the HUD VASH voucher Allocation)
- B. Total HCV Administered = Participants in a unit not including Outgoing Payable Portables (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 = Participants where MDHCV has not received a 52665 to update the annual information as well as the payment end date that is now expired.
- E. Total Active Participants Searching = Active HCV participants who have moved from their unit and are not leased at time of Annual. (does not include New Admissions or Port-ins)
- F. Active Participants = Total HCV Administered + Total Participants Searching + Out going payable
- G. Voucher Utilization (%) = Vouchers under a HAP contract as of 1st of the month, including \$0 HAP. Unit Months Leased (UML)
- H. Incoming Billable Portables = Port In vouchers MDHCV bills to other Housing Authority – MDHCV previously absorbed incoming vouchers
- I. Total HCV Leased = Units under a Housing Assistance Payments (HAP) for all participants leased as of last day of month (Only includes participants currently leased, including Outgoing Payable Portables)

SECTION 3: HOUSING ASSISTANCE PAYMENT EXPENDITURES

MIAMI-DADE COUNTY: PUBLIC HOUSING & COMMUNITY DEVELOPMENT

HAP/UAP	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
A.) Housing Assistance Payments (HAP)	\$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	\$10,797,219	\$10,793,727	\$10,975,431
B.) Utility Allowance Payments (UAP)	\$151,004	\$150,146	\$150,881	\$152,766	\$147,838	\$149,799	\$140,069	\$136,050	\$132,498	\$135,925	\$132,446	\$131,126
C.) Total HAP/UAP Expenditure	\$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	\$10,933,144	\$10,926,173	\$11,106,557
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	\$10,823,031	\$10,810,709	\$10,662,540
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	\$11,374,859	\$11,374,859	\$11,374,859
F.) Monthly Percentage HAP/UAP % Expenditure (VMS)	102.86%	102.90%	101.28%	98.50%	96.91%	96.26%	98.51%	95.09%	96.04%	95.15%	95.04%	93.74%
G.) HAP Utilization (%)	105.34%	102.60%	103.45%	102.64%	98.96%	98.91%	98.69%	97.34%	95.78%	96.12%	96.06%	97.64%
H.) Average HAP (VMS)	\$785.59	\$781.74	\$775.95	\$768.94	\$778.67	\$778.67	\$776.61	\$771.93	\$772.80	\$769.88	\$776.35	\$776.25
I.) Average HAP (All HCV Report)	\$604.50	\$765.99	\$786.36	\$794.23	\$773.78	\$770.19	\$768.20	\$768.16	\$767.18	\$768.22	\$784.48	\$772.00

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

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

C. Total HAP/UAP Expenditures = 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	Jun-15	Jul-15	Aug-15
A. Total Active Participants	14575	14697	14,594	14,429	14,428	14,225	14,295	14,210	14,183	14,139	14,243	13,892
B. Terminations	12	10	10	74	17	19	20	27	57	17	31	18
C. Attrition %	0.08%	0.07%	0.07%	0.51%	0.12%	0.13%	0.14%	0.19%	0.40%	0.12%	0.22%	0.13%

- 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
- C. Attrition = Terminations (B) / Total Active Participants (A) expressed in a percentage

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	Jun-15	Jul-15	Aug-15
Prior Month Leased Units	14,521	14,487	14,563	14,521	14,350	14,156	14,064	14,033	14,012	13,988	13,910	13,928
New Admissions completed in Month	5	46	17	3	6	10	7	19	22	34	63	78
EOP Reversals	5	0	0	0	7	6	3	1	2	2	1	0
Participant Did Not Occupy a Unit in Prior Month	38	71	68	69	67	48	55	64	70	55	73	88
Participant Searching (moved out during reporting month)	-	0	5	13	16	27	30	24	15	28	36	45
Port-Outs who Ported Back	1	0	2	0	0	0	0	0	0	0	0	0
Port-Ins Absorbed by PHCD	19	18	18	7	2	4	2	5	0	0	2	0
EOPs Effective in Month	5	9	8	64	11	18	20	14	10	11	31	18
Port-Out EOP's Effective in Month (Absorbed by Receiving PHA)	7	1	0	2	6	1	0	13	47	6	2	9
Other Changes	30	73	2	33	87	214	62	69	94	14	94	0
Total Changes in Units Leased	34	76	42	171	2	288	31	21	24	78	76	82
Current Month Leased Units	14,487	14,563	14,521	14,350	14,352	14,064	14,033	14,012	13,988	13,910	13,928	13,846

- 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 a leased unit at the end of the reporting 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 (COD) Activity	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
A. COD Requests Received	305	383	283	334	252	173	241	382	175	212	271	652
B. COD Vouchers Issued	286	281	261	188	188	356	359	307	324	234	333	501
C. COD RFTAs Received	173	178	182	185	158	169	125	147	145	128	263	249
D. COD New Contracts	120	83	124	61	*258	156	149	128	126	149	122	65
E. Outgoing Portability Vouchers Issued	15	67	42	3	14	45	46	43	38	27	69	38

- A. COD Requests Received= Number of Change of Dwelling requests received in the reporting month
- B. COD Vouchers Issued= Number of Change of Dwelling Vouchers issued in the reporting month
- C. COD Request for Tenancy Approvals (RFTA) Received=Number of Request for Tenancy Approvals (RFTA) received in the reporting month
- D. COD New Contracts= Number of new COD Housing Assistance Payment (HAP) contracts executed
- E. Outgoing Portability Vouchers Issued = Number of participants with a COD Portability voucher to lease in another jurisdiction

SECTION 6A: NEW ADMISSIONS ACTIVITY

New Admission Activity	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
A. New Admission Vouchers Issued	0	15	5	26	0	0	103	31	79	193	93	223
B. New Admissions (RFTA) Received	0	1	1	0	10	0	0	10	27	59	10	118
C. New Admission Contracts Completed	0	14	17	3	6	10	7	19	22	34	52	78

- A. New Admission Vouchers Issued = Number of New Admission Vouchers Issued in the reporting month
- B. New Admission (RFTA) Received = Number of New Admission Request for Tenancy Approvals (RFTA) 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	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
A. Terminations Effective in Month	10	12	10	10	74	17	14	20	27	57	17	31	18
B. Termination Processed in Month	46	47	46	64	267	91	117	134	84	122	105	67	54
C. Terminations Reversed in Month	34	5	0	0	0	7	6	3	1	2	2	1	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 (with an effective future or past date)
- 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 2015
#1 Waiting List	15	15, 0	15
#2 Rent Reasonableness	20	20, 15, 0	15
#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			135
De-concentration Bonus	5	5, 0	0
Score	100%	100% - 0%	93%
Rating - High Performer: 90% - 100% Standard Performer: 60% - 89% Troubled: 0% - 59%	High		High Performer

C & INDIAN HOUSING INFORMATION CENTER (PIC)

9-14	10-14	11-14	12-14	1-15	2-15	3-15	4-15	5-15	6-15	7-15	8-15
14,148	14,153	14,098	14,028	13,924	13,872	13,859	13,806	13,760	13,711	13,711	13,738
118	229	58	6	120	21	66	41	29	34	34	36
14,030	13,924	14,156	14,034	14,044	13,851	13,793	13,765	13,731	13,745	13,745	13,702
0.84%	101.64%	99.59%	99.96%	99.15%	100.15%	100.48%	100.30%	100.21%	99.75%	99.75%	100.26%

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

number of 50058's missing from PIC for current month; as reported in PIC

Units Leased minus port outs plus port in.

reporting to PIC by PHCD; as reported in PIC

SECTION 10: DEMOGRAPHICS BY HEAD OF HOUSEHOLD

MIAMI-DADE COUNTY: PUBLIC HOUSING & COMMUNITY DEVELOPMENT

Demographic Profile	Sept-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-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	4,947	4,950	4,877
Under Age 62	9,835	9,751	9,659	9,351	9,314	9,226	9,281	9,230	9,200	9,192	9,201	8,962
TOTAL	14,818	14,697	14,594	14,429	14,352	14,225	14,295	14,210	14,183	14,139	14,151	13,839
Disabled												
Disabled and 62 and over	3,851	3,823	3,804	3,856	3,852	3,824	3,841	3,818	3,838	3,817	3,831	2,246
Disabled and Under Age 62	2,364	2,345	2,342	2,117	2,207	2,211	2,229	2,220	2,216	2,220	2,220	3,811
TOTAL	6,215	6,168	6,146	5,973	6,059	6,035	6,070	6,038	6,054	6,037	6,051	6,057
Race												
White	6,632	6,580	6,576	6,533	6,495	6,443	6,474	6,440	6,424	6,391	7,705	7,482
Black	8,157	8,088	7,989	7,869	7,831	7,756	7,794	7,743	7,730	7,719	6,415	7,482
Others	29	29	29	27	26	26	27	27	29	29	31	27
TOTAL	14,818	14,697	14,594	14,429	14,352	14,225	14,295	14,210	14,183	14,139	14,151	13,839
Ethnicity												
Hispanic	6,892	6,838	6,826	6,781	6,752	6,695	6,730	6,693	6,680	6,652	6,682	6,585
Non-Hispanic	7,926	7,859	7,768	7,648	7,600	7,530	7,565	7,517	7,503	7,487	7,469	7,254
TOTAL	14,818	14,697	14,594	14,429	14,352	14,225	14,295	14,210	14,183	14,139	14,151	13,839
Voucher Breakdown												
0 Bedroom	48	28	26	4	4	4	4	5	4	4	4	3
1 Bedroom	4,860	3,688	3,966	5,240	5,218	5,186	5,214	5,173	5,184	5,165	5,184	5,126
2 Bedroom	4,477	4,751	4,617	4,157	4,131	4,077	4,106	4,085	4,074	4,058	4,053	3,948
3 Bedroom	4,242	4,621	4,488	3,792	3,773	3,736	3,748	3,732	3,702	3,692	3,691	3,599
4 Bedroom	1,051	1,420	1,310	1,029	1,021	1,020	1,022	1,014	1,023	1,020	1,014	962
5 Bedroom	123	174	172	178	179	176	175	177	173	177	181	179
6+ Bedroom	17	15	15	29	26	26	26	24	23	23	24	22
TOTAL	14,818	14,697	14,594	14,429	14,352	14,225	14,295	14,210	14,183	14,139	14,151	13,839

Totals do not include outgoing payable portables

SECTION 11: CUSTOMER SERVICE

MIAMI-DADE COUNTY: PUBLIC HOUSING & COMMUNITY DEVELOPMENT

Client Office Visits	Sept-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Appointments	559	777	1,015	1,354	806	959	1,012	1,069	1,208	1,138	1,141	1,011
Document Drop Off	1,037	778	2,004	2,314	1,110	1,283	1,427	1,743	1,267	2,004	3,663	2,931
Other Briefing Attendance	0	0	0	224	188	356	359	307	495	468	333	501
Quarterly Landlord Meeting Attendance	0	54	0	0	36	0	0	26	0	0	57	0
Walk-ins *(See Housing Specialist)	2,796	3,174	112	168	1,532	1,665	1,859	1,653	1,533	1,912	580	352
Total	4,392	4,783	3,131	4,060	3,448	3,907	4,308	4,465	4,415	5,522	5,395	4,294
Call Center Activity	Sept-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Calls Answered:	13,659	13,934	11,343	12,870	14,357	13,459	13,584	12,520	11,949	14,922	18,182	13,807
Avg. Speed of Answer (sec):	18	18	16	25	26	34	43	25	16	38	7.47	5.52
Avg. Handle Time (minutes):	3.1	3.1	2.8	2.7	2.5	2.4	3	3.1	2.7	2.6	5.08	5.12
Avg. Call Wait Time (sec):	10.6	29.4	15.2	18.4	20.3	8.6	14.8	20.1	11.3	12.2	.56	1.17
Avg. Hold Time (sec):	0	0	0	0	0	0	0.4	0.9	0.1	0.3	.35	.24
Avg. Talk Time (min):	3.0	2.6	2.6	2.4	2.1	2.3	2.7	2.7	2.5	2.4	4.1	3.5

*Walk Ins-previous total included walk in's with appointments, walk in's without appointments, and document drop offs

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	Jun-15	Jul-15	Aug-15
A.) Due for the Month	1,381	1,411	1,451	1,213	1,023	1,218	1,214	1,170	1,143	1,040	1,066	1,165
B.) Processed	1,002	1,245	1,328	1,056	946	1,154	1,160	1,124	1,122	1,016	1,028	1,120
C.) Incomplete	379	166	132	157	41	64	54	46	21	24	38	45
D.) % Complete	72.56%	88.24%	91.52%	87.06%	92.21%	94.75%	95.55%	96.07%	98.16%	97.69%	96%	96%

- A. Due for the Month = Total number of Annual Reexaminations Due in the reporting month.
- B. Processed = Number of Annual Reexaminations processed in the reporting month.
- C. Incomplete = Number of Annual Reexaminations remaining not completed in 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	Jun-15	Jul-15	Aug-15
A.) Total FSS Families Enrolled	161	164	163	159	156	150	147	143	156	176	183	194
B.) FSS Families Graduated	1	1	0	2	2	3	5	2	1	2	0	1
C.) FSS Families with Escrow Balance	89	91	91	88	91	89	89	88	86	87	93	95
D.) % With Escrow Balance	56.28%	55.48%	55.83%	55.35%	58.00%	59.33%	60.54%	61.54%	55.13%	49.71%	50.82%	48.97%
E.) Escrow Balance (\$k) *	\$227,217	\$245,165	\$268,067	\$258,792	\$269,101	\$274,613	\$263,770	\$284,901	\$275,896	\$283,603	\$283,985	\$303,692

- A. Total FSS Families Enrolled = Number of Participants enrolled in the FSS Program
- B. FSS Families Graduated = Participants Completing Contract of Participation
- C. FSS Families with Escrow Balance = Those FSS Participants 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

*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.

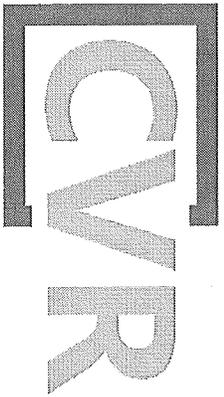
Homeownership Program	Sept-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Jul-15	Aug-15
A.) Total Enrollees	179	179	179	179	179	178	178	178	180	178	183	183	183

A. Total Enrollees = Number of Participants 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	Jun-15	Jul-15	Aug-15
A) 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	6,526	6,532	6,535

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**

August 2015

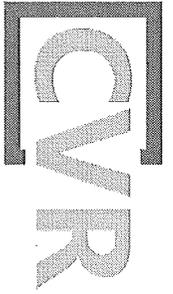


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August 2015 CVR Accomplishments and Highlights

1. Systems

- a. CVR's Inspection Management System continues to successfully interface with Emphasys Elite to coordinate inspection results and automatically deliver daily routes to all CVR inspectors' handheld phones and tablets without issue.
- b. CVR continues to include pictures of HQS fail items for individual inspections on the Miami-Dade HCVP Inspections Portal (<https://miamidade.hcvinspect.com>) which is restricted to tenant and owner access.

2. Training

- a. CVR will schedule and advertise a fall an owners presentation to disseminate our process improvements along with information directed for new ownership

3. Inspections Operations

- a. CVR's inspections specialist continues to balance time between the office and field duties to deal with the 10% increase in initial inspections. As result of the hiring, the average number days from when the RTA is received to when the 1st initial inspection occurs has maintained a 44% improvement for three months.
- b. Scheduled and performed a total of 2,175 Annual, Initial, Quality Control and Complaint Inspections

4. Customer Service

- a. Resolved 312 customer service support tickets received through CVR's ticketing system (miamidade@hcvinspect.com) with an average response time of 28 minutes and total average duration (from open to close) 5.5 hours.
- b. Received and answered 3,048 calls through our inspections customer service call center
- c. Placed 720 outbound calls to schedule inspections and provide additional customer service

Inspections Monthly Report – August 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	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	YTD
First-Time Emergency Inspections	17	27	32	23	16	23	58	18	26	24	15	17	296
Unit Passed	2	7	16	9	5	7	43	6	11	8	5	6	125
Owner Responsibility: Abated	11	11	8	4	2	5	8	5	11	7	4	5	81
Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs	6	6	8	8	7	10	6	7	3	8	6	6	81
Joint Responsibility: Abated & Notified Tenant of Intent Term within 24 hrs	0	3	0	2	2	1	1	0	1	1	0	0	11
Unknown/Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Emergencies Addressed on Time	17	27	32	23	16	23	58	17	26	24	15	17	295
Percent Addressed on Time	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	99.5%

1.2 HQS Enforcement of Fall Inspections

++ Table indicates previous month's data to verify required follow up actions occurred within a 30 day timeframe

HQS Fall Inspections*	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	YTD
Units Failing HQS Inspections	713	795	701	631	550	520	453	493	455	407	379	++	5,311
Corrected within 30 Days	554	660	592	547	467	451	365	413	374	337	317	++	4,423
Tenant Fail	18	14	16	14	10	7	13	12	7	6	8	++	111
Abated	141	120	93	69	73	57	67	65	56	58	52	++	741
Approved Extensions	0	0	0	0	0	5	8	3	18	4	2	++	34
Not Addressed On Time	0	1	0	1	0	0	0	0	0	2	0	++	2
Percent Addressed on Time	100.0%	99.9%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%		99.9%

1.3 Annual Inspections

Annals	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	YTD
Total Scheduled	1,412	1,414	1,124	1,004	990	1,155	1,505	1,516	1,355	1,066	1,119	1,497	15,157
Moved/Terminated Before Inspection	73	84	71	58	62	79	109	160	79	14	20	159	968
Total Inspections Performed	1,339	1,330	1,053	946	928	1,076	1,396	1,356	1,276	1,052	1,099	1,338	10,700
Inspections Completed On Time	1,306	1,325	1,045	943	925	1,073	1,392	1,343	1,268	1,048	1,088	1,330	10,620
Inspections not Completed On Time	33	5	8	3	3	3	4	13	8	4	10	8	80
Percentage Completed Timely	97.5%	99.6%	99.2%	99.7%	99.7%	99.7%	99.7%	99.0%	99.4%	99.6%	99.0%	99.4%	99.3%

1.4 Quality Control Inspections

Quality Control of HQS Inspections	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	YTD
Total QC Inspections Completed	33	51	42	44	37	36	42	37	15	35	45	39	372
Total QC Inspections Passed	29	40	32	34	36	36	41	36	14	34	39	34	405
Percentage Inspector Pass Rate	87.9%	78.4%	88.1%	77.3%	97.3%	100.0%	97.6%	97.3%	93.3%	97.1%	86.7%	87.2%	109%

* Reflects findings of previous inspector

1.5 Requests for Pre-Contract Inspections

RFTA - Request for Inspection to First Attempt Inspection	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	YTD
Requests for Inspection	142	111	149	154	103	142	115	91	148	162	221	229	1,767
Average Days to First Inspection	5.0	5.0	3.0	6.6	5.8	4.0	7.7	6.3	7.0	4.5	5.5	3.9	5.4

Inspections Monthly Report – August 2015

Inspection Type & Result	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	YTD
Total Attempted	3,129	3,423	3,477	3,374	2,594	2,402	2,622	2,280	2,096	2,246	2,296	2,124	36,784
No-Entry Fails	149	153	130	174	121	115	122	102	82	87	121	106	1,769
Annals	1663	1,830	1,812	1,599	1,298	1214	1163	1189	907	1052	1099	896	38,553
Annual Re-Inspects	836	1,004	807	1,028	708	654	769	573	644	540	548	531	9,577
New/COD	181	150	151	240	179	153	226	162	190	240	253	228	2,721
New/COD Re-Inspects	114	64	75	107	63	75	101	86	78	100	94	100	1,289
Complaints	119	114	95	132	148	107	78	93	127	135	93	185	1,636
Emergency	34	57	65	53	40	48	121	38	53	55	43	39	745
Quality Control	33	51	42	41	37	36	42	37	15	35	45	39	453
Total Completed	2,980	3,270	3,047	3,200	2,473	2,287	2,500	2,178	2,014	2,157	2,175	2,018	54,976
Annals	875	909	1,026	910	672	618	649	622	461	606	656	454	9,892
Annual Re-Inspects	640	765	626	786	540	509	556	413	475	409	396	372	7,147
New/COD	103	69	80	133	102	81	127	83	109	136	147	125	1,493
New/COD Re-Inspects	78	46	55	89	46	56	78	63	57	74	67	70	934
Complaints	42	45	33	39	67	54	23	31	35	56	40	62	589
Emergency	2	9	17	13	12	10	47	10	14	11	13	10	187
Quality Control	29	40	37	34	35	36	41	36	14	34	39	33	510
Total Passed	1,769	1,883	1,874	2,004	1,474	1,364	1,521	1,258	1,165	1,326	1,368	1,126	20,752
Annals	788	921	786	689	626	596	514	567	446	446	443	442	8,593
Annual Re-Inspects	196	239	181	242	168	145	213	160	169	131	152	159	2,430
New/COD	78	81	71	107	77	72	99	79	81	104	106	103	1,228
New/COD Re-Inspects	36	18	20	18	17	19	23	23	21	26	27	30	365
Complaints	77	69	62	93	81	53	55	62	92	79	53	123	1,049
Emergency	32	48	48	40	28	38	74	28	39	44	30	29	558
Quality Control	4	11	5	7	2	0	1	1	1	1	6	6	45
Total Failed	1,211	1,387	1,173	1,196	999	923	979	920	849	831	817	892	14,258
Annals	52.6%	49.7%	56.6%	56.9%	51.8%	50.9%	55.8%	52.3%	50.8%	57.6%	59.7%	50.7%	53.8%
Annual Re-Inspects	76.6%	76.2%	77.6%	76.5%	76.3%	77.8%	72.3%	72.1%	73.8%	75.7%	72.3%	70.1%	74.8%
New/COD	56.9%	46.0%	53.0%	55.4%	57.0%	52.9%	56.2%	51.2%	57.4%	56.7%	58.1%	54.8%	54.6%
New/COD Re-Inspects	68.4%	71.9%	73.3%	83.2%	73.0%	74.7%	77.2%	73.3%	73.1%	74.0%	71.3%	70.0%	73.6%
Complaints	35.3%	39.5%	34.7%	29.5%	45.3%	50.5%	29.5%	33.3%	27.6%	41.5%	43.0%	33.5%	36.9%
Emergency	5.9%	15.8%	26.2%	24.5%	30.0%	20.8%	38.8%	26.3%	26.4%	20.0%	30.2%	25.6%	24.2%
Quality Control	87.9%	78.4%	88.1%	82.9%	94.6%	100.0%	97.6%	97.3%	93.3%	97.1%	86.7%	84.6%	90.7%
Total % Passed (of Completed)	59.4%	57.6%	61.5%	62.6%	59.6%	59.6%	60.8%	57.8%	57.8%	61.5%	62.4%	55.8%	59.7%
Total % Passed (of Attempted)	56.5%	55.0%	59.0%	59.4%	56.8%	56.8%	58.0%	55.2%	55.6%	59.0%	59.1%	53.0%	57.0%