Memorandum

MIAMI-DADE COUNTY

Date: November 5, 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 September 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 of Active Participants
- Monthly Change in Units Leased
- Change of Dwelling
- New Admissions Activity
- 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

The attached CVR Inspection report includes the following metrics:

- Housing Quality Standards (HQS) Enforcement of Life Threatening Violations
- HQS Enforcement of Failed Inspections
- Annual Inspections
- Quality Control Inspections
- Requests for Pre-Contract Inspections
- Inspections Workload and Pass Rate

If additional information if required, please contact PHCD Director Michael Liu at 786-469-4106.

Attachments

c: Abigail Price-Williams, County Attorney
Russell Benford, Deputy Mayor
Michael Liu, Director, PHCD
Charles Anderson, Commission Auditor

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT

MIAMI-DADE HOUSING CHOICE VOUCHER PROGRAM

INSPECTIONS MONTHLY MANAGEMENT REPORT

September 2015

MIAMI-DADE COUNTY: PUBLIC HOUSING & COMMUNITY DEVELOPMENT

Housing Choice Voucher Program Monthly Management Executive Summary Report – September 2015

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SECTION 1: EXECUTIVE SUMMARY

The Fiscal Year (FY) for the Miami-Dade Public Housing and Community Development (PHCD) ended on September 30, 2015. With the closing of the FY, NMA is preparing for the annual *Section Eight Management Assessment Program* (SEMAP) certification that due to HUD on or before November 30, 2015. The SEMAP process measures the administration and performance of the Housing Choice Voucher (HCV) program in 15 key operational areas.

In addition to this, September closed the 3rd Qtr. of the calendar year. The updated metrics resulted in 57% less "High Profile" cases as compared to 2014 and Customer Satisfaction surveys administered in September resulted in a 94% customer satisfaction rating.

In the following month, NMA will fully transition the customer service call center software from a third party service provider to our own licensed technology. This will allow NMA to customize the call experience and continue to increase customer satisfaction.

SECTION 2: LEASING AND UTILIZATION

Leasing Status	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
A. Total HCV Allocated	15,253	15,253	15,287	15,287	15,287	15,287	15,287	15,287	15,287	15,287	15,328	15,328
B. Total HCV Administered	14,125	14,083	14,018	14,052	13,827	13,985	13,796	13,828	13,819	13,884	13,892	13,765
C. Outgoing Payable Portables	501	422	256	246	237	225	259	247	211	240	213	212
D. Outgoing Payable Portables - Expired End Dates	-	16	73	47	86	82	67	27	26	20	36	43
E. Total Participants Actively Searching	71	73	82	83	75	85	88	82	83	89	88	95
F. Total Actual Administered Clients	14,697	14,594	14,429	14,428	14,225	14,295	14,210	14,183	14,139	14,233	14,229	14,115
G. Voucher Utilization UML (%)	96.4%	95.6%	94.4%	94.4%	93.1%	93.5%	93.0%	92.8%	92.5%	93.1%	92.8%	92.1%
H. Incoming Billable Portables	0	5	3	7	0	0	0	2	1	1	1	0
I. Total HCV Leased	14,626	14,521	14,350	14,156	14,064	14033	14,012	13,988	13,910	13,928	13,892	13,995

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

HAP/UAP	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sept-15
A.) Housing Assistance Payments (HAP)	$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	$11,092,734
B.) Utility Allowance Payments (UAP)	$150,146	$150,881	$152,766	$147,838	$149,799	$140,069	$136,050	$132,498	$135,925	$132,446	$131,126	$135,656
C.) Total HAP/UAP Expenditure	$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	$11,228,390
D.) Voucher Management System (VMS) HAP Expenses	$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	$10,750,575
E.) Budget Authority	$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	$11,374,859
F.) Monthly Percentage HAP/UAP % Expenditure (VMS)	102.90%	101.28%	98.50%	96.91%	96.26%	98.51%	95.09%	96.04%	95.15%	95.04%	93.74%	94.51%
G.) HAP Utilization (%)	102.60%	103.45%	102.64%	98.96%	98.91%	98.6%	97.34%	95.78%	96.12%	96.06%	97.64%	98.71%
H.) Average HAP (VMS)	$781.74	$775.95	$768.94	$778.67	$778.67	$776.61	$771.93	$772.80	$769.88	$776.35	$776.25	$768.17
I.) Average HAP (All HCV Report)	$785.99	$786.36	$794.23	$773.78	$770.19	$768.20	$768.16	$767.18	$768.22	$784.48	$772.00	$773.24

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	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
A. Total Active Participants	14,697	14,594	14,429	14,428	14,225	14,295	14,210	14,183	14,139	14,243	13,892	13,765
B. Terminations	10	10	74	17	19	20	27	57	17	31	18	21
C. Attrition %	0.07%	0.07%	0.51%	0.12%	0.13%	0.14%	0.19%	0.40%	0.12%	0.22%	0.13%	0.15%

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	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
A. Prior Month Leased Units	14,487	14,563	14,521	14,350	14,156	14,064	14,033	14,012	13,988	13,910	13,928	13,846
B. New Admissions completed in Month	46	17	3	6	10	7	19	22	34	63	78	95
C. EOP Reversals	0	0	0	7	6	3	1	2	2	1	0	5
D. Participant Did Not Occupy a Unit in Prior Month	71	68	69	67	48	55	64	70	55	73	88	61
E. Participant Searching (moved out during reporting month)	0	5	13	16	27	30	24	15	28	36	45	44
F. Port-Outs who Ported Back	0	2	0	0	0	0	0	0	0	0	0	0
G. Port-Ins Absorbed by PHCD	18	18	7	2	4	2	5	0	0	2	0	2
H. EOPs Effective in Month	9	8	64	11	18	20	14	10	11	31	18	21
I. Port-Out EOP's Effective in Month (Absorbed by Receiving PHA)	1	0	2	6	1	0	13	47	6	2	9	1
J. Other Changes	73	2	33	87	214	62	69	94	14	94	0	0
K. Total Changes in Units Leased	76	42	171	2	288	31	21	24	78	76	82	149
L. Current Month Leased Units	14,563	14,521	14,350	14,352	14,064	14,033	14,012	13,988	13,910	13,928	13,846	13,995

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	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
A. COD Requests Received	383	283	334	252	173	241	382	175	212	271	652	172
B. COD Vouchers Issued	281	261	188	188	356	359	307	324	234	333	501	329
C. COD RFTAs Received	178	182	185	158	169	125	147	145	128	263	249	289
D. COD New Contracts	83	124	61	*258	156	149	128	126	149	122	65	111
E. Outgoing Portability Vouchers Issued	67	42	3	14	45	46	43	38	27	69	38	49

A. COD Request Received = Number of Change of Dwelling Request 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

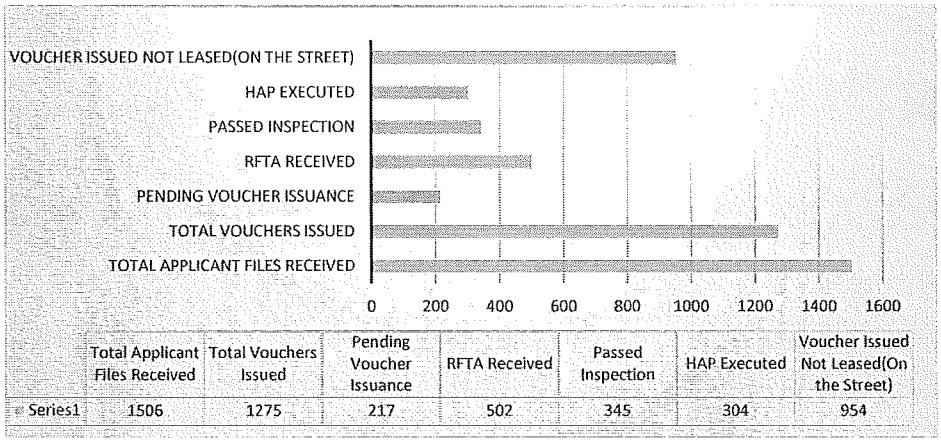
SECTION 6A: NEW ADMISSIONS ACTIVITY

New Admission Activity	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
A. New Admission Vouchers Issued	15	5	26	0	0	103	31	79	193	93	223	171
B. New Admissions (RFTA) Received	1	1	0	10	0	0	10	27	59	10	140	155
C. New Admission Contracts Completed	14	17	3	6	10	7	19	22	34	52	81	128

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 6B: NEW ADMISSIONS ACTIVITY

New Admission Activity	Data
Total Applicant Files Received	1506
Total Vouchers Issued	1275
Pending Voucher Issuance	217
RFTA Received	502
Passed Inspection	345
HAP Executed	304
Voucher Issued Not Leased(On the Street)	954



SECTION 7: END OF PARTICIPATIONS

End of Participations	Oct -14	Nov -14	Dec-14	Jan -15	Feb-15	Mar -15	Apr-15	May -15	Jun -15	Jul -15	Aug-15	Sep-15
A. Terminations Effective in Month	10	10	74	17	14	20	27	57	17	31	18	22
B. Termination Processed in Month	46	64	267	91	117	134	84	122	105	67	54	77
C Terminations Reversed in Month	0	0	0	7	6	3	1	2	2	1	0	5

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

B. EOP's Processed in Month= End of Participation processed in the reporting month (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 2014
#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**

SECTION 9: PUBLIC & INDIAN HOUSING INFORMATION CENTER (PIC)

Public & Indian Housing Information Center (PIC) Data	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
A. Submitted in PIC	14,153	14,098	14,028	13,924	13,872	13,859	13,806	13,760	13,711	13,711	13,738	13,774
B. Missing/Outdated in PIC	229	58	6	120	21	66	41	29	34	34	36	73
C. Voucher Management System (VMS) Required in PIC	13,924	14,156	14,034	14,044	13,851	13,793	13,765	13,731	13,745	13,745	13,702	13,701
D. PIC Reporting Rate	101.64%	99.59%	99.96%	99.15%	100.15%	100.48%	100.30%	100.21%	99.75%	99.75%	100.26%	100.53%

A. Submitted in PIC=Number of 50058's submitted to the PIC for current month; as reported in PIC

B. Missing/Outdated in PIC= Number of 50058's missing from PIC for current month; as reported in PIC

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

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

SECTION 10: DEMOGRAPHICS BY HEAD OF HOUSEHOLD

Demographic Profile	Oct - 14	Nov - 14	Dec - 14	Jan - 15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Elderly/Non-Elderly												
Age 62 and over	4,946	4,935	5,078	5,038	4,999	5,014	4,980	4,983	4,947	4,950	4,877	4,950
Under Age 62	9,751	9,659	9,351	9,314	9,226	9,281	9,230	9,200	9,192	9,201	8,962	9,319
TOTAL	**14,697**	**14,594**	**14,429**	**14,352**	**14,225**	**14,295**	**14,210**	**14,183**	**14,139**	**14,151**	**13,839**	**14,269**
Disabled												
Disabled and 62 and over	3,823	3,804	3,856	3,852	3,824	3,841	3,818	3,838	3,817	3,831	2,246	3,829
Disabled and Under Age 62	2,345	2,342	2,117	2,207	2,211	2,229	2,220	2,216	2,220	2,220	3,811	2,271
TOTAL	**6,168**	**6,146**	**5,973**	**6,059**	**6,035**	**6,070**	**6,038**	**6,054**	**6,037**	**6,051**	**6,057**	**6,100**
Race												
White	6,580	6,576	6,533	6,495	6,443	6,474	6,440	6,424	6,391	7,705	7,482	6,456
Black	8,088	7,989	7,869	7,831	7,756	7,794	7,743	7,730	7,719	6,415	7,482	7,782
Others	29	29	27	26	26	27	27	29	29	31	27	31
TOTAL	**14,697**	**14,594**	**14,429**	**14,352**	**14,225**	**14,295**	**14,210**	**14,183**	**14,139**	**14,151**	**13,839**	**14,269**
Ethnicity												
Hispanic	6,838	6,826	6,781	6,752	6,695	6,730	6,693	6,680	6,652	6,682	6,585	6,727
Non-Hispanic	7,859	7,768	7,648	7,600	7,530	7,565	7,517	7,503	7,487	7,469	7,254	7,542
TOTAL	**14,697**	**14,594**	**14,429**	**14,352**	**14,225**	**14,295**	**14,210**	**14,183**	**14,139**	**14,151**	**13,839**	**14,269**
Voucher Breakdown												
0 Bedroom	28	26	4	4	4	4	5	4	4	4	3	4
1 Bedroom	3,688	3,966	5,240	5,218	5,186	5,214	5,173	5,184	5,165	5,184	5,126	5,222
2 Bedroom	4,751	4,617	4,157	4,131	4,077	4,106	4,085	4,074	4,058	4,053	3,948	4,077
3 Bedroom	4,621	4,488	3,792	3,773	3,736	3,748	3,732	3,702	3,692	3,691	3,599	3,746
4 Bedroom	1,420	1,310	1,029	1,021	1,020	1,022	1,014	1,023	1,020	1,014	962	1,007
5 Bedroom	174	172	178	179	176	175	177	173	177	181	179	191
6+ Bedroom	15	15	29	26	26	26	24	23	23	24	22	22

TOTAL	**14,697**	**14,594**	**14,429**	**14,352**	**14,225**	**14,295**	**14,210**	**14,183**	**14,139**	**14,151**	**13,839**	**14,269**

Totals do not include outgoing payable portables

SECTION 11: CUSTOMER SERVICE

Client Office Visits	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Appointments	777	1,015	1,354	806	959	1,012	1,069	1,208	1,138	1,141	1,011	863
Document Drop Off	778	2,004	2,314	1,110	1,283	1,427	1,743	1,267	2,004	3,663	2,931	1,569
Other Briefing Attendance	0	0	224	188	356	359	307	495	468	333	501	329
Quarterly Landlord Meeting Attendance	54	0	0	36	0	0	26	0	0	57	0	0
Walk-ins *(See Housing Specialist)	3,174	112	168	1,532	1,665	1,859	1,653	1,533	1,912	580	352	1,613
Total	4,783	3,131	4,060	3,448	3,907	4,308	4,465	4,415	5,522	5,395	4,294	4,374
Call Center Activity	**Oct-14**	**Nov-14**	**Dec-14**	**Jan-15**	**Feb-15**	**Mar-15**	**Apr-15**	**May-15**	**Jun-15**	**Jul-15**	**Aug-15**	**Sep-15**
Calls Answered:	13,934	11,343	12,870	14,357	13,459	13,584	12,520	11,949	14,922	18,182	13,807	17,259
Avg. Speed of Answer (sec):	18	16	25	26	34	43	25	16	38	7.47	5.52	7.23
Avg. Handle Time (minutes):	3.1	2.8	2.7	2.5	2.4	3	3.1	2.7	2.6	5.08	5.12	5.17
Avg. Call Wait Time (sec):	29.4	15.2	18.4	20.3	8.6	14.8	20.1	11.3	12.2	.56	1.17	1.35
Avg. Hold Time (sec):	0	0	0	0	0	0.4	0.9	0.1	0.3	.35	.24	.19
Avg. Talk Time (min):	2.6	2.6	2.4	2.1	2.3	2.7	2.7	2.5	2.4	4.1	3.5	3.4

**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	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
A.) Due for the Month	1,411	1,451	1,213	1,023	1,218	1,214	1,170	1,143	1,040	1,066	1,165	1,319
B.) Processed	1,245	1,328	1,056	946	1,154	1160	1,124	1,122	1,016	1,028	1,120	1251
C.) Incomplete	166	132	157	41	64	54	46	21	24	38	45	68
D.) % Complete	88.24%	91.52%	87.06%	92.21%	94.75%	95.55%	96.07%	98.16%	97.69%	96%	96%	94.8%

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. PHCD began with 305 mandatory slots in the FSS program and to date has successfully graduated 178 participants.

Family Self-Sufficiency (FSS) Program	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
A.) Total FSS Families Enrolled	164	163	159	156	150	147	143	156	176	183	194	194
B.) FSS Families Graduated	1	0	2	2	3	5	2	1	2	0	1	0
C.) FSS Families with Escrow Balance	91	91	88	91	89	89	88	86	87	93	95	95
D.) % With Escrow Balance	55.48%	55.83%	55.35%	58.00%	59.33%	60.54%	61.54%	55.13%	49.71%	50.82%	48.97%	48.97%
E.) Escrow Balance ($k)*	$245,165	$268,067	$258,792	$269,101	$274,613	$263,770	$284,901	$275,896	$283,603	$283,985	$303,692	$318,207

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*

Homeownership Program	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Jul-15	Aug 15	Sep-15

A.) Total Enrollees	179	179	179	179	178	178	178	180	178	183	183	183	183

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, there has been no change to the total number from the previous month.

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

SECTION 14: HCV OWNERS

Owners	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
A) Total Number of HAP Payee's (Owners) in Month	6,770	6,709	6,696	6,680	6,680	6,637	6,600	6,558	6,526	6,532	6,535	6,519

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

CVR

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CVR

September 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 continued efforts of providing pictures of HQS fail items for individual inspections on the Miami-Dade HCVP Inspections Portal (https://miamidade.hcvinspect.com/) has proven to be a great asset for clarification of inspection results.

2. **Training**

    a. CVR is planning a November owners workshop at a county Public Housing facility 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 2,817 Annual, Initial, Quality Control and Complaint Inspections

4. **Customer Service**

    a. Resolved 359 customer service support tickets received through CVRs ticketing system (miamidade@hcvinspect.com) with an average response time of 27 minutes and total average duration (from open to close) 4.2 hours.

    b. Received and answered 3,393 calls through our inspections customer service call center

    c. Placed 968 outbound calls to schedule inspections and provide additional customer service

Inspections Monthly Report – September 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	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	YTD
First-Time Emergency Inspections	27	32	23	16	23	58	18	26	24	15	17	42	321
Unit Passed	7	16	9	5	7	43	6	11	8	5	6	13	136
Owner Responsibility: Abated	11	8	4	2	5	8	5	11	7	4	5	16	86
Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs	6	8	8	7	10	6	7	3	8	6	6	12	87
Joint Responsibility: Abated & Notified Tenant of Intent Term within 24 hrs	3	0	2	2	1	1	0	1	1	0	0	1	12
Unknown/Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Emergencies Addressed on Time	27	32	23	16	23	58	17	26	24	15	17	42	320
Percent Addressed on Time	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%

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*	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	YTD
Units Failing HQS Inspections	795	701	631	550	520	453	493	455	407	379	467	++	4,598
Corrected within 30 Days	660	592	547	467	451	365	413	374	337	317	369	++	3,869
Tenant Fail	14	16	14	10	7	13	12	7	6	8	6	++	93
Abated	120	93	69	73	57	67	65	56	58	52	85	++	600
Approved Extensions	0	0	0	0	5	8	3	18	4	2	7	++	34
Not Addressed On Time	1	0	1	0	0	0	0	0	2	0	0	++	2
Percent Addressed on Time	99.9%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%		99.9%

1.3 Annual Inspections

Annuals	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	YTD
Total Scheduled	1,414	1,124	1,004	990	1,155	1,505	1,516	1,355	1,066	1,119	1,497	1,448	15,193
Moved/Terminated Before Inspection	84	71	58	62	79	109	160	79	14	20	159	51	946
Total Inspections Performed	1,330	1,053	946	928	1,076	1,396	1,356	1,276	1,052	1,099	1,338	1,397	14,247
Inspections Completed On Time	1,325	1,045	943	925	1,073	1,392	1,343	1,268	1,048	1,088	1,330	1,390	14,170
Inspections not Completed On Time	5	8	3	3	3	4	13	8	4	10	8	7	76
Percentage Completed Timely	99.6%	99.2%	99.7%	99.7%	99.7%	99.7%	99.0%	99.4%	99.6%	99.0%	99.4%	99.5%	99.5%

1.4 Quality Control Inspections

Quality Control of HQS Inspections	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	YTD
Total QC Inspections Completed	51	42	44	37	36	42	37	15	35	45	39	39	339
Total QC Inspections Passed	40	32	34	36	36	41	36	14	34	39	34	35	411
Percentage Inspector Pass Rate	78.4%	88.1%	77.3%	97.3%	100.0%	97.6%	97.3%	93.3%	97.1%	86.7%	87.2%	89.7%	121%

** Reflects findings of previous inspector*

1.5 Requests for Pre-Contract Inspections

RFTA - Request for Inspection to First Attempt Inspection	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	YTD
Requests for Inspection	111	149	154	103	142	115	91	148	162	221	229	212	1,837
Average Days to First Inspection	5.0	3.0	6.6	5.8	4.0	7.7	6.3	7.0	4.5	5.5	3.9	5.6	5.4

Inspections Monthly Report – September 2015

1.6 Inspections Workload & Pass Rate

Inspection Type & Result		Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	YTD
Total Attempted		**3,423**	**3,177**	**3,374**	**2,594**	**2,402**	**2,622**	**2,280**	**2,096**	**2,246**	**2,296**	**2,124**	**2,975**	**36,630**
No-Entry Falls		**153**	**130**	**174**	**121**	**115**	**122**	**102**	**82**	**87**	**121**	**106**	**158**	**1,778**
Completed	Annuals	1,830	1,812	1,599	1,298	1214	1163	1189	907	1052	1099	896	1448	38,408
	Annual Re-Inspects	1,004	807	1,028	708	654	769	573	644	540	548	531	589	8,741
	New/COD	150	151	240	179	153	226	162	190	240	253	228	341	2,540
	New/COD Re-Inspects	64	75	107	63	75	101	86	78	100	94	100	118	1,175
	Complaints	114	95	132	148	107	78	93	127	135	93	185	197	1,519
	Emergency	57	65	53	40	48	121	38	53	55	43	39	85	711
	Quality Control	51	42	41	37	36	42	37	15	35	45	39	39	420
Total Completed		**3,270**	**3,047**	**3,200**	**2,473**	**2,287**	**2,600**	**2,178**	**2,014**	**2,167**	**2,175**	**2,018**	**2,817**	**53,514**
Passed	Annuals	909	1,026	910	672	618	649	622	461	606	656	454	815	9,017
	Annual Re-Inspects	765	626	786	540	509	556	413	475	409	396	372	415	6,507
	New/COD	69	80	133	102	81	127	83	109	136	147	125	207	1,390
	New/COD Re-Inspects	46	55	89	46	56	78	63	57	74	67	70	75	856
	Complaints	45	33	39	67	54	23	31	35	56	40	62	61	547
	Emergency	9	17	13	12	10	47	10	14	11	13	10	18	185
	Quality Control	40	37	34	35	36	41	36	14	34	39	33	32	481
Total Passed		**1,883**	**1,874**	**2,004**	**1,474**	**1,364**	**1,521**	**1,258**	**1,165**	**1,326**	**1,358**	**1,126**	**1,623**	**18,983**
Failed	Annuals	921	786	689	626	596	514	567	446	446	443	442	633	7,805
	Annual Re-Inspects	239	181	242	168	145	213	160	169	131	152	159	174	2,234
	New/COD	81	71	107	77	72	99	79	81	104	106	103	134	1,150
	New/COD Re-Inspects	18	20	18	17	19	23	23	21	26	27	30	43	319
	Complaints	69	62	93	81	53	55	62	92	79	53	123	136	972
	Emergency	48	48	40	28	38	74	28	39	44	30	29	67	526
	Quality Control	11	5	7	2	0	1	1	1	1	6	6	7	41
Total Failed		**1,387**	**1,173**	**1,196**	**999**	**923**	**979**	**920**	**849**	**831**	**817**	**892**	**1,194**	**13,047**
% Passed	Annuals	49.7%	56.6%	56.9%	51.8%	50.9%	55.8%	52.3%	50.8%	57.6%	59.7%	50.7%	56.3%	53.9%
	Annual Re-Inspects	76.2%	77.6%	76.5%	76.3%	77.8%	72.3%	72.1%	73.8%	75.7%	72.3%	70.1%	70.5%	74.6%
	New/COD	46.0%	53.0%	55.4%	57.0%	52.9%	56.2%	51.2%	57.4%	56.7%	58.1%	54.8%	60.7%	54.4%
	New/COD Re-Inspects	71.9%	73.3%	83.2%	73.0%	74.7%	77.2%	73.3%	73.1%	74.0%	71.3%	70.0%	63.6%	74.1%
	Complaints	39.5%	34.7%	29.5%	45.3%	50.5%	29.5%	33.3%	27.6%	41.5%	43.0%	33.5%	31.0%	37.1%
	Emergency	15.8%	26.2%	24.5%	30.0%	20.8%	38.8%	26.3%	26.4%	20.0%	30.2%	25.6%	21.2%	25.9%
	Quality Control	78.4%	88.1%	82.9%	94.6%	100.0%	97.6%	97.3%	93.3%	97.1%	86.7%	84.6%	82.1%	91.0%
Total % Passed (of Completed)		**57.6%**	**61.5%**	**62.6%**	**59.6%**	**59.6%**	**60.8%**	**57.8%**	**57.8%**	**61.6%**	**62.4%**	**55.8%**	**57.6%**	**59.7%**
Total % Passed (of Attempted)		**55.0%**	**59.0%**	**59.4%**	**56.8%**	**56.8%**	**58.0%**	**55.2%**	**55.6%**	**59.0%**	**59.1%**	**53.0%**	**54.6%**	**57.0%**