

Memorandum



Date: December 28, 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 November 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 Activity
- 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 is 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

MIAMI-DADE COUNTY: PUBLIC HOUSING & COMMUNITY DEVELOPMENT

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

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SECTION 1: EXECUTIVE SUMMARY

For the FY2015, PHCD submitted certification to HUD of an overall performance rating of SEMAP High Performer with an overall score of 93%. To achieve High Performer, the housing agency must review 14 indicators and attain a score of 90% or above. The 14 indicators of performance show how well the housing agency performed in administering the Housing Choice Voucher Program.

In addition to this, in November NMA worked with PHCD to monitor program expenses and ensure maximum utilization by December 31, 2015.

Finally, in November, NMA made preparations for the annual Family Self-Sufficiency (FSS) Program graduation to be hosted on December 15, 2015. NMA will be celebrating the graduation of 25 of families who graduated during the calendar year.

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	Oct-15	Nov-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	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	13,814	13,852
C. Outgoing Payable Portables	501	422	256	246	237	225	259	247	211	240	213	212	211	246
D. Outgoing Payable Portables - Expired End Dates	-	16	73	47	86	82	67	27	26	20	36	43	36	25
E. Total Participants Actively Searching	71	73	82	83	75	85	88	82	83	89	88	95	78	97
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	14,260	14,220
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%	92.0%	92.6%
H. Incoming Billable Portables	0	5	3	7	0	0	0	2	1	1	1	0	0	0
I. Total HCV Leased	14,626	14,521	14,350	14,156	14,064	14,033	14,012	13,988	13,910	13,928	13,892	13,995	14,064	14,043

- 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	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sept-15	Oct-15	Nov-15
A.) Housing Assistance Payments (HAP)	\$11,203,796	\$11,108,722	\$11,101,312	\$11,060,595	\$10,907,300	\$10,762,587	\$10,797,219	\$10,909,406	\$10,827,379	\$10,939,696	\$11,180,362	\$10,966,003
B.) Utility Allowance Payments (UAP)	\$152,766	\$147,838	\$149,799	\$140,069	\$136,050	\$132,498	\$135,925	\$132,446	\$131,126	\$135,656	\$139,084	\$141,041
C.) Total HAP/UAP Expenditure	\$11,356,563	\$11,256,560	\$11,251,111	\$11,215,571	\$11,072,293	\$10,895,085	\$10,933,144	\$11,041,852	\$10,958,505	\$11,075,352	\$11,319,446	\$11,107,044
D.) Voucher Management System (VMS) HAP Expenses	\$10,898,227	\$11,022,896	\$10,948,993	\$10,898,227	\$10,816,332	\$10,924,174	\$10,823,031	\$10,810,709	\$10,753,298	\$10,750,575	\$10,912,829	\$10,896,567
E.) Budget Authority	\$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	\$11,374,859	\$11,374,859
F.) Monthly Percentage HAP/UAP % Expenditure (VMS)	98.50%	96.91%	96.26%	98.51%	95.09%	96.04%	95.15%	97.00%	96.33%	97.36%	99.51%	95.80%
G.) HAP Utilization (%)	102.64%	98.96%	98.91%	98.6%	97.34%	95.78%	96.12%	96.06%	97.64%	98.71%	97.37%	97.65%
H.) Average HAP (VMS)	\$768.94	\$778.67	\$778.67	\$776.61	\$771.93	\$772.80	\$769.88	\$776.35	\$776.25	\$768.17	\$780.00	\$775.94
I.) Average HAP (All HCV Report)	\$794.23	\$773.78	\$770.19	\$768.20	\$768.16	\$767.18	\$768.22	\$784.48	\$772.00	\$773.24	\$781.53	\$764.87

- 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	Oct-15	Nov-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	14,064	14,043
B. Terminations	10	10	74	17	19	20	27	57	17	31	18	21	37	24
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%	0.26%	0.17%

- 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	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
A. Prior Month Leased Units	14,563	14,521	14,350	14,156	14,064	14,033	14,012	13,988	13,910	13,928	13,846	13,995	14,064
B. New Admissions completed in Month	17	3	6	10	7	19	22	34	63	78	95	116	51
C. EOP Reversals	0	0	7	6	3	1	2	2	1	0	5	1	1
D. Participant Did Not Occupy a Unit in Prior Month	68	69	67	48	55	64	70	55	73	88	61	93	103
E. Participant Searching (moved out during reporting month)	5	13	16	27	30	24	15	28	36	45	44	54	46
F. Port-Outs who Ported Back	2	0	0	0	0	0	0	0	0	0	0	0	0
G. Port-Ins Absorbed by PHCD	18	7	2	4	2	5	0	0	2	0	2	14	13
H. EOPs Effective in Month	8	64	11	18	20	14	10	11	31	18	21	37	24
I. Port-Out EOP's Effective in Month (Absorbed by Receiving PHA)	0	2	6	1	0	13	47	6	2	9	1	12	0
J. Other Changes	2	33	87	214	62	69	94	14	94	320	80	258	259
K. Total Changes in Units Leased	42	171	2	288	31	21	24	78	76	82	149	69	21
L. Current Month Leased Units	14,521	14,350	14,352	14,064	14,033	14,012	13,988	13,910	13,928	13,846	13,995	14,064	14,043

- 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	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
A. COD Requests Received	334	252	173	241	382	175	212	271	652	172	302	233
B. COD Vouchers Issued	188	188	356	359	307	324	234	333	501	329	297	182
C. COD RFTAs Received	185	158	169	125	147	145	128	263	249	289	163	164
D. COD New Contracts	61	258	156	149	128	126	149	122	65	111	74	61
E. Outgoing Portability Vouchers Issued	3	14	45	46	43	38	27	69	38	49	99	32

- 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

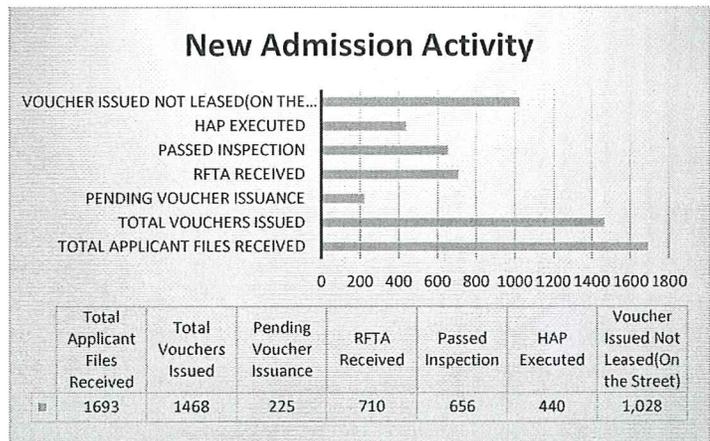
*There is an increase in families requesting Change of Dwelling as they desire to move in to new unit for the holidays

SECTION 6A: NEW ADMISSIONS ACTIVITY

New Admission Activity	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
A. New Admission Vouchers Issued	5	26	0	0	103	31	79	193	93	223	117	284	39
B. New Admissions (RFTA) Received	1	0	10	0	0	10	27	59	10	140	155	193	231
C. New Admission Contracts Completed	17	10	7	19	22	34	52	34	82	81	128	116	51

- 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

New Admission Activity YTD	Total
Total Applicant Files Received	1693
Total Vouchers Issued	1468
Pending Voucher Issuance	225
RFTA Received	710
Passed Inspection	656
HAP Executed	440
Voucher Issued Not Leased (On the Street) Reporting Month	1028
Voucher Issued Not Leased (On the Street) Prior Month	1169



SECTION 7: END OF PARTICIPATIONS

End of Participation	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
A. Terminations Effective in Month	10	74	17	14	20	27	57	17	31	18	21	37	24
B. Termination Processed in Month	64	267	91	117	134	84	122	105	67	54	54	83	53
C Terminations Reversed in Month	0	0	7	6	3	1	2	2	1	0	0	1	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 (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 Points Earned 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

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

Public & Indian Housing Information Center (PIC) Data	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
A. Submitted in PIC	14,098	14,028	13,924	13,872	13,859	13,806	13,760	13,711	13,711	13,738	13,774	13,878	13,968
B. Missing/Outdated in PIC	58	6	120	21	66	41	29	34	34	36	73	143	186
C. Voucher Management System (VMS) Required in PIC	14,156	14,034	14,044	13,851	13,793	13,765	13,731	13,745	13,745	13,702	13,701	13,775	13,782
D. PIC Reporting Rate	99.59%	99.96%	99.15%	100.15%	100.48%	100.30%	100.21%	99.75%	99.75%	100.26%	100.53%	100.04%	101.35%

- 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	Nov - 14	Dec - 14	Jan - 15	Feb- 15	Mar- 15	Apr- 15	May- 15	Jun- 15	Jul- 15	Aug- 15	Sep- 15	Oct- 15	Nov- 15
Elderly/Non-Elderly													
Age 62 and over	4,935	5,078	5,038	4,999	5,014	4,980	4,983	4,947	4,950	4,877	4,950	4,929	5,047
Under Age 62	9,659	9,351	9,314	9,226	9,281	9,230	9,200	9,192	9,201	8,962	9,319	9,389	9,969
TOTAL	14,594	14,429	14,352	14,225	14,295	14,210	14,183	14,139	14,151	13,839	14,269	14,318	15,016
Disabled													
Disabled and 62 and over	3,804	3,856	3,852	3,824	3,841	3,818	3,838	3,817	3,831	2,246	3,829	3,803	1,886
Disabled and Under Age 62	2,342	2,117	2,207	2,211	2,229	2,220	2,216	2,220	2,220	3,811	2,271	2,286	4,226
TOTAL	6,146	5,973	6,059	6,035	6,070	6,038	6,054	6,037	6,051	6,057	6,100	6,089	6,112
Race													
White	6,576	6,533	6,495	6,443	6,474	6,440	6,424	6,391	7,705	7,482	6,456	6,480	6,731
Black	7,989	7,869	7,831	7,756	7,794	7,743	7,730	7,719	6,415	7,482	7,782	7,805	8,249
Others	29	27	26	26	27	27	29	29	31	27	31	33	36
TOTAL	14,594	14,429	14,352	14,225	14,295	14,210	14,183	14,139	14,151	13,839	14,269	14,318	15,016
Ethnicity													
Hispanic	6,826	6,781	6,752	6,695	6,730	6,693	6,680	6,652	6,682	6,585	6,727	6,757	7,012
Non-Hispanic	7,768	7,648	7,600	7,530	7,565	7,517	7,503	7,487	7,469	7,254	7,542	7,561	8,004
TOTAL	14,594	14,429	14,352	14,225	14,295	14,210	14,183	14,139	14,151	13,839	14,269	14,318	15,016
Voucher Breakdown													
0 Bedroom	26	4	4	4	4	5	4	4	4	3	4	4	6
1 Bedroom	3,966	5,240	5,218	5,186	5,214	5,173	5,184	5,165	5,184	5,126	5,222	5,213	5,385
2 Bedroom	4,617	4,157	4,131	4,077	4,106	4,085	4,074	4,058	4,053	3,948	4,077	4,098	4,295
3 Bedroom	4,488	3,792	3,773	3,736	3,748	3,732	3,702	3,692	3,691	3,599	3,746	3,773	4,006
4 Bedroom	1,310	1,029	1,021	1,020	1,022	1,014	1,023	1,020	1,014	962	1,007	1,014	1,093
5 Bedroom	172	178	179	176	175	177	173	177	181	179	191	194	208
6+ Bedroom	15	29	26	26	26	24	23	23	24	22	22	22	23
TOTAL	14,594	14,429	14,352	14,225	14,295	14,210	14,183	14,139	14,151	13,839	14,269	14,318	15,016

Totals do not include outgoing payable portables

SECTION 11: CUSTOMER SERVICE

Client Office Visits	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Appointments	1,015	1,354	806	959	1,012	1,069	1,208	1,138	1,141	1,011	863	719	1,409
Document Drop Off	2,004	2,314	1,110	1,283	1,427	1,743	1,267	2,004	3,663	2,931	1,569	2,972	2,453
Other Briefing Attendance	0	224	188	356	359	307	495	468	333	501	329	107**	36
Quarterly Landlord Meeting Attendance	0	0	36	0	0	26	0	0	57	0	0	36	0
Walk-ins *(See Housing Specialist)	112	168	1,532	1,665	1,859	1,653	1,533	1,912	580	352	1,613	1,570	466
Total	3,131	4,060	3,448	3,907	4,308	4,465	4,415	5,522	5,395	4,294	4,374	5,404	4364
Call Center Activity	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Calls Answered:	11,343	12,870	14,357	13,459	13,584	12,520	11,949	14,922	18,182	13,807	17,259	11,298	9,478
Avg. Speed of Answer (sec):	16	25	26	34	43	25	16	38	7.47	5.52	7.23	0	0***
Avg. Handle Time (minutes):	2.8	2.7	2.5	2.4	3	3.1	2.7	2.6	5.08	5.12	5.17	0	0***
Avg. Call Wait Time (sec):	15.2	18.4	20.3	8.6	14.8	20.1	11.3	12.2	.56	1.17	1.35	0	6.5
Avg. Hold Time (sec):	0	0	0	0	0.4	0.9	0.1	0.3	.35	.24	.19	0	0***
Avg. Talk Time (min):	2.6	2.4	2.1	2.3	2.7	2.7	2.5	2.4	4.1	3.5	3.4	12:26	3.9

*Walk Ins-previous total included walk in's with appointments, walk in's without appointments, and document drop offs, complaint-landlord, complaint-tenant, no HAP received, port Issues and resources referral.

**For the reporting month there was a decrease in briefing attendance as a result of the MDHCV office reducing the briefings held to once a week. The COD briefings will be increased to two a week beginning in November.

***November was the second month of transition for the call center software, reports to provide the information on handle time, wait time, etc. are being created.

SECTION 12: ANNUAL RE-EXAMINATIONS

Annual Reexaminations	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
A.) Due for the Month	1,451	1,213	1,023	1,218	1,214	1,170	1,143	1,040	1,066	1,165	1,319	1,317	1,311
B.) Processed	1,328	1,056	946	1,154	1160	1,124	1,122	1,016	1,028	1,120	1,251	1,142	1,173
C.) Incomplete	132	157	41	64	54	46	21	24	38	45	68	175	138
D.) % Complete	91.52%	87.06%	92.21%	94.75%	95.55%	96.07%	98.16%	97.69%	96%	96%	94.8%	87%	89%

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 179 participants.

Family Self-Sufficiency (FSS) Program	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
A.) Total FSS Families Enrolled	163	159	156	150	147	143	156	176	183	194	194	188	185
B.) FSS Families Graduated	0	2	2	3	5	2	1	2	0	1	0	0	0
C.) FSS Families with Escrow Balance	91	88	91	89	89	88	86	87	93	95	95	99	100
D.) % With Escrow Balance	55.83%	55.35%	58.00%	59.33%	60.54%	61.54%	55.13%	49.71%	50.82%	48.97%	48.97%	51.03%	54.05%
E.) Escrow Balance (\$k)*	\$268,067	\$258,792	\$269,101	\$274,613	\$263,770	\$284,901	\$275,896	\$283,603	\$283,985	\$303,692	\$318,207	\$327,957	\$335,360

- 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 an 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

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 one change to the total number from the previous month.

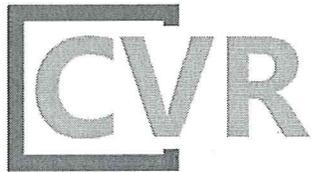
Homeownership Program	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
A.) Active Homeowners	179	179	179	178	178	178	180	178	183	183	183	183	182	181

A. Active Homeowners = Number of Participants in the homeownership program.

SECTION 14: HCV OWNERS

Owners	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
A) Total Number of HAP Payee's (Owners) in Month	6,709	6,696	6,680	6,680	6,637	6,600	6,558	6,526	6,532	6,535	6,519	6,538	6,518

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**

November 2015



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November 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.

2. Community Outreach

- a. CVR facilitated a workshop for owner interests on November 18th at the Robert King High Towers to disseminate our process improvements along with information directed for new owners and proposed administrative plan updates. The meeting was attended by owners, property managers, CVR office staff and CVR inspectors. Attendees expressed appreciation for the information and support for pending administrative plan updates.

3. Inspector Training

- a. Inspectors were provided individual training updates on common building systems, such as septic system, plumbing and types of air conditioning systems.

4. Inspections Operations

- a. CVR's inspections specialist continues to balance time between the office and field duties to coordinate 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 been maintained at five (5) days.
- b. Scheduled and performed a total of 2,516 Annual, Initial, Quality Control and Complaint Inspections.

5. Customer Service

- a. Resolved 402 customer service support tickets received through CVR's ticketing system (miamidade@hcvinspect.com) with an average response time of 47 minutes and total average duration (from open to close) of 8.45 hours.
- b. Received and answered 3,747 calls through our inspections customer service call center.

Inspections Monthly Report – November 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	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	YTD
First-Time Emergency Inspections	32	23	16	23	58	18	26	24	15	17	42	32	16	342
Unit Passed	16	9	5	7	43	6	11	8	5	6	13	12	6	147
Owner Responsibility: Abated	8	4	2	5	8	5	11	7	4	5	16	11	5	91
Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs	8	8	7	10	6	7	3	8	6	6	12	9	3	93
Joint Responsibility: Abated & Notified Tenant of Intent Term within 24 hrs	0	2	2	1	1	0	1	1	0	0	1	0	2	11
Unknown/Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Emergencies Addressed on Time	32	23	16	23	58	17	26	24	15	17	42	32	16	341
Percent Addressed on Time	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%

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*	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	YTD
Units Failing HQS Inspections	701	631	550	520	453	493	455	407	379	467	562	513	++	6,131
Corrected within 30 Days	592	547	467	451	365	413	374	337	317	369	419	393	++	5,044
Tenant Fail	16	14	10	7	13	12	7	6	8	6	6	9	++	114
Abated	93	69	73	57	67	65	56	58	52	85	119	91	++	885
Approved Extensions	0	0	0	5	8	3	18	4	2	7	18	20	++	85
Not Addressed On Time	0	1	0	0	0	0	0	2	0	0	0	0	++	3
Percent Addressed on Time	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%		99.9%



1.3 Annual Inspections

Annuals	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	YTD
Total Scheduled	1,004	990	1,155	1,505	1,516	1,355	1,066	1,119	1,497	1,448	1,818	1,846	16,319
Moved/Terminated Before Inspection	58	62	79	109	160	79	14	20	159	51	231	203	1,225
Total Inspections Performed	946	928	1,076	1,396	1,356	1,276	1,052	1,099	1,338	1,397	1,587	1,643	11,864
Inspections Completed On Time	943	925	1,073	1,392	1,343	1,268	1,048	1,088	1,330	1,390	1,573	1,614	11,800
Inspections not Completed On Time	3	3	3	4	13	8	4	10	8	7	14	29	77
Percentage Completed Timely	99.7%	99.7%	99.7%	99.7%	99.0%	99.4%	99.6%	99.0%	99.4%	99.5%	99.1%	98.2%	99.3%

1.4 Quality Control Inspections

Quality Control of HQS Inspections	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	YTD
Total QC Inspections Completed	44	37	36	42	37	15	35	45	39	39	33	5	246
Total QC Inspections Passed	34	36	36	41	36	14	34	39	34	35	28	4	371
Percentage Inspector Pass Rate	77.3%	97.3%	100.0%	97.6%	97.3%	93.3%	97.1%	86.7%	87.2%	89.7%	84.8%	80.0%	66%

* Reflects findings of previous inspector

1.5 Requests for Pre-Contract Inspections

RFTA - Request for Inspection to First Attempt Inspection	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	YTD
Requests for Inspection	154	103	142	115	91	148	162	221	229	212	210	232	2,019
Average Days to First Inspection	6.6	5.8	4.0	7.7	6.3	7.0	4.5	5.5	3.9	5.6	5.2	5.4	5.6

Inspections Monthly Report - November 2015

1.6 Inspections Workload & Pass Rate

Inspection Type & Result		Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	YTD
Total Attempted		3,177	3,374	2,594	2,402	2,622	2,280	2,096	2,246	2,296	2,124	2,975	2,773	2,516	38,496
No-Entry Fails		130	174	121	115	122	102	82	87	121	106	158	129	113	1,867
Completed	Annuals	1,812	1,599	1,298	1,214	1,163	1,189	907	1,052	1,099	896	1,448	1,211	1,264	40,363
	Annual Re-Inspects	807	1,028	708	654	769	573	644	540	548	531	589	682	554	9,562
	New/COD	151	240	179	153	226	162	190	240	253	228	341	327	281	3,339
	New/COD Re-Inspects	75	107	63	75	101	86	78	100	94	100	118	138	139	1,506
	Complaints	95	132	148	107	78	93	127	135	93	185	197	178	119	1,899
	Emergency	65	53	40	48	121	38	53	55	43	39	85	71	41	851
	Quality Control	42	41	37	36	42	37	15	35	45	39	39	33	5	548
Total Completed		3,047	3,200	2,473	2,287	2,500	2,178	2,014	2,157	2,175	2,018	2,817	2,640	2,403	58,068
Passed	Annuals	1,026	910	672	618	649	622	461	606	656	454	815	669	741	10,333
	Annual Re-Inspects	626	786	540	509	556	413	475	409	396	372	415	482	395	7,034
	New/COD	80	133	102	81	127	83	109	136	147	125	207	190	160	1,878
	New/COD Re-Inspects	55	89	46	56	78	63	57	74	67	70	75	93	94	1,072
	Complaints	33	39	67	54	23	31	35	56	40	62	61	62	45	670
	Emergency	17	13	12	10	47	10	14	11	13	10	18	16	11	221
	Quality Control	37	34	35	36	41	36	14	34	39	33	32	28	4	505
Total Passed		1,874	2,004	1,474	1,364	1,521	1,268	1,165	1,326	1,358	1,126	1,623	1,540	1,450	21,713
Failed	Annuals	786	689	626	596	514	567	446	446	443	442	633	542	741	8,800
	Annual Re-Inspects	181	242	168	145	213	160	169	131	152	159	174	200	395	2,764
	New/COD	71	107	77	72	99	79	81	104	106	103	134	137	160	1,500
	New/COD Re-Inspects	20	18	17	19	23	23	21	26	27	30	43	45	94	483
	Complaints	62	93	81	53	55	62	92	79	53	123	136	116	45	1,200
	Emergency	48	40	28	38	74	28	39	44	30	29	67	55	11	611
	Quality Control	5	7	2	0	1	1	1	1	6	6	7	5	1	43
Total Failed		1,173	1,196	999	923	979	920	849	831	817	892	1,194	1,100	1,447	15,401
% Passed	Annuals	56.6%	56.9%	51.8%	50.9%	55.8%	52.3%	50.8%	57.6%	59.7%	50.7%	56.3%	55.2%	58.6%	54.9%
	Annual Re-Inspects	77.6%	76.5%	76.3%	77.8%	72.3%	72.1%	73.8%	75.7%	72.3%	70.1%	70.5%	70.7%	71.3%	73.6%
	New/COD	53.0%	55.4%	57.0%	52.9%	56.2%	51.2%	57.4%	56.7%	58.1%	54.8%	60.7%	58.1%	56.9%	56.0%
	New/COD Re-Inspects	73.3%	83.2%	73.0%	74.7%	77.2%	73.3%	73.1%	74.0%	71.3%	70.0%	63.6%	67.4%	67.6%	72.4%
	Complaints	34.7%	29.5%	45.3%	50.5%	29.5%	33.3%	27.6%	41.5%	43.0%	33.5%	31.0%	34.8%	37.8%	36.3%
	Emergency	26.2%	24.5%	30.0%	20.8%	38.8%	26.3%	26.4%	20.0%	30.2%	25.6%	21.2%	22.5%	26.8%	26.1%
	Quality Control	88.1%	82.9%	94.6%	100.0%	97.6%	97.3%	93.3%	97.1%	86.7%	84.6%	82.1%	84.8%	80.0%	89.9%
Total % Passed (of Completed)		61.5%	62.6%	59.6%	59.6%	60.8%	57.8%	57.8%	61.5%	62.4%	55.8%	57.6%	58.3%	60.3%	59.7%
Total % Passed (of Attempted)		59.0%	59.4%	56.8%	56.8%	58.0%	55.2%	55.6%	59.0%	59.1%	53.0%	54.6%	55.5%	57.6%	56.9%