

Memorandum



Date: September 24, 2026

Agenda Item No. 2(B)(5)
October 20, 2026

To: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

From: Daniella Levine Cava *Daniella Levine Cava*
Mayor

Subject: Office of Housing Advocacy (OHA) and Resident Services: 36-Month Strategic
Impact Report January 2023 to December 2025 (Directive No. 221055)

These reports are submitted pursuant to the reporting requirements set forth in Miami-Dade County Ordinance No. 22-47, adopted by the Board of County Commissioners on May 5, 2022, and co-prime sponsored by Commissioner Jean Monestime and Commissioner Raquel A. Regalado. In accordance with Section 17-171 of the Miami-Dade County Code, the County Mayor or the County Mayor's designee is required to prepare and submit periodic reports to the Board summarizing the activities undertaken pursuant to this article. The attached reports are provided in fulfillment of this requirement.

Attached Reports:

- Report # 1:
Strategic Impact 24-Month Report: January 2023 to December 2024
- Report # 2:
Strategic Impact 6-Month Report: January – June 2025
- Report # 3:
Strategic Impact 6-Month Report: July – December 2025

This report reflects data from 2023-2025, which was collected manually and broken down by quarters, in contrast to the enhanced data collection methods introduced in 2024. With the adoption of Miami-Dade County Ordinance No. 22-47, OHA has implemented a more consistent and efficient data tracking process, ensuring better reporting and analysis moving forward. OHA is dedicated to empowering residents and fostering a stronger, more resilient community. Should you have questions or concerns regarding this report, please contact Delores Holley, Director, Office of Housing Advocacy and Resident Services (OHA), at (786) 469-4741.

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Report 1: Strategic Impact 24-Month Report: January 2023 to December 2024

This Activity Report covers January 1, 2023, through December 31, 2024, a timeframe that reflects both a surge in housing needs and OHA's evolving role in the community. It also marks two and a half years since the office's creation, a period defined by accelerated outreach, direct assistance, and deepening partnerships.

In 2022, a study by the Harvard Joint Center for Housing Studies identified the Miami metropolitan area as one of the least affordable housing markets in the United States. Local data supports this finding: over **61% of renters in Miami-Dade County are cost-burdened**, and **nearly 36% are severely cost-burdened**, spending more than half of their income on rent and utilities (Habitat for Humanity, 2023). Additionally, by the end of 2023, only **1.7% of homes in Miami** were considered affordable for a typical household (South Florida Agent Magazine, 2023), highlighting the urgency of Miami-Dade's housing challenges. To help address these conditions, the OHA expanded its services in response to the growing demand. **Over the 24-month reporting period, OHA assisted nearly 17,000 residents across Miami-Dade County**, offering case management, eviction prevention services, landlord/tenant rights education, and housing referrals.

In 2023, OHA supported nearly 10,000 residents seeking guidance on housing-related issues. The average number of monthly inquiries exceeded 500, with peaks above 1,000, as shown in **Exhibit A**. During this year, most requests centered on evictions and rent increases—a trend that escalated following the closure of the Emergency Rental Assistance Program (ERAP 2.4), as shown in **Exhibit B**. OHA also provided on-site support to residents displaced by fires and safety-related evacuations, which temporarily created backlogs that were resolved through scheduled appointments and digital outreach. In response to growing legal needs, Miami-Dade County launched the **Eviction Diversion Pilot Program** on March 17, 2023, which provided critical legal assistance to residents facing eviction.

In 2024, OHA continued its crisis response efforts, particularly among residents of multifamily buildings and mobile home communities. As shown in **Exhibit C**, during the first half of the year, OHA served 2,519 residents, averaging over 400 inquiries per month. In the second half, that number rose to 4,478 residents, reflecting a 56% increase, with an average of over 740 monthly inquiries. Programs such as the Eviction Diversion Pilot Program and the newly launched Camillus House Emergency Rental Assistance Program (CHERAP) played a central role in supporting those at risk of displacement. By the end of 2024, OHA had assisted nearly 7,000 residents, underscoring the growing demand for housing stability services and legal intervention in the region. Throughout this 24-month period, OHA prioritized strengthening its partnerships with local organizations, government agencies, and housing advocates. This collaborative strategy has been essential in advancing resident protections and securing additional resources to meet community needs. In response to long-term housing shortages, OHA also explored innovative strategies, such as office-to-residential conversions, to expand affordable housing options in high-demand areas. OHA's mission continues to center around empowering residents, enhancing housing stability, and ensuring that Miami-Dade's most vulnerable populations have access to timely, effective, and compassionate support.

2023 Report: Summary of OHA Activities

In 2023, OHA's work underscored the deepening housing crisis in Miami-Dade County, as residents faced mounting challenges including evictions, rent hikes, utility shut-offs, and building safety issues. OHA responded to multiple housing emergencies across nine multifamily developments, prioritizing crisis engagement, eviction diversion, and resource navigation support in coordination with local governments and nonprofit partners. Evictions and rent increases consistently ranked among the top concerns from constituents, revealing a volatile rental market and a persistent affordability gap. The spike in inquiries for emergency rental assistance in the second quarter, followed by a slight decline later in the year, indicates fluctuating access to or awareness of aid programs. OHA also scaled its operations, leveraging digital tools and expanding outreach through community events, policy advocacy, and legal partnerships to better address the growing needs of vulnerable households. These trends reflect the urgency of preserving affordable housing, increasing tenant protections, and ensuring equitable access to critical resources in a rapidly shifting housing landscape.

Crisis Engagement and Advocacy Activities

On January 28, 2023, a building fire at New World Condominium Apartments in the City of Miami Gardens impacted and/or displaced approximately 80 residents (owners and renters). Miami Gardens established a temporary shelter at Betty T. Ferguson Recreational Center on January 29, 2023, and OHA began preparations to set up an onsite assistance hub to provide housing search support, rental and utility assistance, and other resources to households impacted by the fire. OHA remained onsite through March 17, 2023, and took the lead in providing support to residents displaced by the fire including, but not limited to, coordinating with the American Red Cross, Camillus Homeless Prevention, Housing and Community Development (HCD), Miami-Dade County Homeless Trust (HT), and Prosperity Social Community Development Group (a nonprofit organization hired by the City of Miami Gardens to provide case management services). Community Service Department's (formerly known as the Community Action and Human Services Department or CAHSD) Family and Community Services Division (FCSD) also supported this effort by processing residents for utility assistance and providing emergency food vouchers. Additionally, OHA worked closely with Miami-Dade County and City of Hialeah Housing Choice Voucher (HCV) programs to assist participants affected by the fire with the process of relocation. OHA also connected with external organizations such as Goodwill Industries to assist with replenishing personal items lost in the fire. OHA continues to provide resource navigation support to impacted residents who needed additional support with securing permanent housing.

Redirecting OHA staff resources to provide onsite and ongoing support to residents experiencing crises created a backlog of inquiries received via the Housing Advocacy Hotline and the OHA Website Portal. To address the backlog, OHA sent a message through text message, phone call, and email with a comprehensive list of available housing-related resources and instructions for soliciting and requesting a telephone appointment with OHA to all residents who had submitted inquiries between January 2023 and March 2023. OHA received over 100 initial requests for telephone appointments and scheduled these in the first two weeks of April 2023.

In April 2023, OHA received a request to assist the City of North Bay Village when residents of Majestic Isle Condominiums were notified their building had been deemed unsafe. OHA implemented a crisis engagement response process like the assistance provided to New World Condominium residents. OHA coordinated with the City of North Bay Village, which provided housing search support and limited relocation assistance to owners. Additionally, the CAHSD's FCSD provided utility assistance, and the Miami-Dade Homeless Trust/Camillus House Homeless Prevention Program provided housing search support and limited relocation assistance to renters.

Overall, OHA received requests to provide crisis engagement and advocacy support for nine multifamily developments including New World Condominium Apartments in 2023. These included Holy Comforter (Little Havana), Buena Vista Apartments formerly known as Lincoln Fields (Unincorporated Municipal Service Area), Majestic Isles Condo (North Bay Village), Star Lakes Condo (North Miami), Mosaico (Allapattah), Glorieta Gardens Apartments (Opa-locka), two buildings in the City of Miami Beach, and Wilshire Condominium (Miami Gardens).

To address the demand for OHA Services, OHA subsequently scheduled additional appointments in May, July, August, and September 2023 and further streamlined the process of soliciting and confirming telephone appointments by utilizing an online appointment process that provided access to a comprehensive list of general resources, which significantly reduced the high volume of appointment requests emailed to the OHA inbox and allowed staff to schedule calls in a more efficient and expedient manner. **Exhibit A** reflects OHA Activities and the various contact points residents reached out to OHA for assistance. Overall, direct email numbers are considerably higher in May and June 2023 resulting from the high number of messages received by OHA in response to a solicitation for appointment requests, through Microsoft Bookings (Teams platform).

Inquiries/Requests for Assistance: 2023

OHA continues to receive inquiries from five general sources: (1) Housing Advocacy Hotline (currently administered by the 311 Call Center); (2) Direct Email; (3) in-person OHA office visits (unscheduled walk-ins); (4) Direct Portal Applications (OHA's website); and (5) Other (Mayor's office, elected officials, other agencies, etc.). Prior to January 1, 2023, OHA separated residents' inquiries into six general categories: (1) rent increases above five percent (5%); (2) notices to terminate; (3) evictions; (4) unsafe housing conditions; (5) repair needs; and (6) discrimination/retaliation. Most residents chose a catchall category of General Housing Help when they were either experiencing multiple issues or their issues were not included in OHA's categories. As a measure of OHA's ongoing effort to accurately track the needs of residents, new categories were added to OHA's case management system to permit more detailed reporting on January 1, 2023. These categories are ERAP Support, Homelessness, Lease Non-renewal or Termination, Eviction, Utility Shut-off, Utility Assistance, Notice to Vacate, Section 8 or Subsidized Housing, Rent Increase, and Code Violations. The following four exhibits show how reported issues were distributed each quarter.

1st Quarter (January – March)

Exhibit B presents a summary of requests for information and guidance that residents sought between January 1 and March 31, 2023. In general, residents continued to report eviction and/or notices to terminate rent or lease as the main issues, followed by significant rent increases. Reports also included violations of the fair notice ordinance. **Exhibit B** also indicates that 48 inquiries for ERAP Support were received. Additionally, but not reflected on the exhibit, OHA received 125 messages requesting ERAP Support at housingadvocacy@miamidade.gov. As shown in **Exhibit A**, the 311 Contact Center answered 2,688 calls on behalf of the Housing Advocacy Hotline (Hotline) between January 1st - March 31, 2023. 655 inquiries were ultimately forwarded to OHA for assistance which indicates that most calls were either resolved or redirected without the need to be escalated to OHA (76% or 2,043).

2nd Quarter (April - June)

Exhibit B provides a summary of the types of issues residents sought information and guidance about between April 1 and June 30, 2023. Overall, residents continued to report evictions and rent increases in high numbers. Notably, **Exhibit B** reflects 283 ERAP Support inquiries received via the OHA Hotline and website portal, a significant increase compared to the 48 ERAP Support inquiries received in the first quarter of the calendar year. As shown in **Exhibit A**, the 311 Contact Center answered 3,413 calls on behalf of the Hotline between April 1 and June 30, 2023. Of the 3,413 calls, 651 inquiries were ultimately forwarded to OHA for assistance, an indication that most calls were either resolved or redirected without needing to be escalated to OHA (81% or 2,762).

3rd Quarter (July – September)

Between July 1 and September 30, 2023, residents sought information and guidance on various services. Notably, evictions and rent increases remained prevalent. However, ERAP Support requests decreased compared to the previous quarter, which is reflected in **Exhibit B**. Overall, residents continued to report evictions and rent increases in high numbers. ERAP Support requests decreased when compared to the previous quarter. As shown in **Exhibit A**, the 311 Contact Center answered 2,313 calls on behalf of the Housing Advocacy Hotline between July 1, 2023, to September 30, 2023. Of the 2,313 calls, 622 inquiries were ultimately forwarded to OHA for assistance. This means that most calls were either resolved or redirected without needing to be escalated to OHA (73% or 1,691).

4th Quarter (October – December)

Exhibit B summarizes the issues residents sought assistance with between October 1st - December 31, 2023. Evictions were the most common concern during this quarter. As shown in **Exhibit A**, the 311 Contact Center answered 1,487 calls for the Housing Advocacy Hotline. Of these, 233 were forwarded to OHA for further assistance, indicating that 84% of calls (1,254) were resolved or redirected efficiently by 311. This success reflects the effectiveness of OHA's training, enabling 311 to handle most calls independently, ensuring resources were allocated effectively and residents received timely assistance.

2023 Appendix A: OHA Community and Stakeholder Engagement Activity

With respect to policy advocacy and engagement of community stakeholders, OHA continues to work closely with community partners to monitor state-level legislation that will result in the creation and preservation of additional housing units. In January 2023, OHA hosted the first Civic and Community Advocates meeting of the year. Representatives from community organizations, HCD, and Miami-Dade Economic Advocacy Trust (MDEAT), met with OHA to collaboratively set goals for the upcoming year and brainstormed on how to further meet the needs of residents as OHA continues to expand and the affordability crisis persists.

OHA participated in several community engagements, resource support, and outreach events in 2023 (**See Appendix 1**). Some of those engagements included: (1) Weekly HOMES Plan Focus Group meetings; (2) MDEAT Monthly Housing Advocacy Committee meeting; (3) Florida Housing Coalition Live Local Act Trainings/Webinars; (4) A Symposium on Food, Housing and Racial Justice in the United States- University of Miami School of Law; (5) Partnership meetings with the Miami-Dade Public Library System; and (6) Know Your Rights Training and Legal Clinics and ongoing resource provider coordination calls to assist the residents of Buena Vista apartments (formerly known as Lincoln Fields).

2023 OHA Administrative Summary

OHA and the Information Technology Department (ITD) meet weekly to review our case management database system and work together to ensure the system meets OHA's needs as we continue to scale up while remaining accessible to the public. With ITD's assistance, OHA continues to perform regular testing drills, implement tool enhancement features, and identify areas of improvement. While the system has not totally streamlined OHA's referral process, it has enhanced OHA's tracking and reporting of inquiries. This helps OHA to better serve County residents in need of a connection to resources.

CSD's social media specialist has been working together with OHA and the Communications and Consumer Experience Department (CCED) on branding OHA. The social media specialist communicates with the Mayor's Communication team while developing OHA's multimedia outreach and marketing campaign to ensure it complements the Mayor's HOMES Plan. While OHA finalized several branding materials between April 1, 2023, and June 30, 2023, legislation signed by Governor DeSantis, following the 2023 Legislative Session, required considerable changes to the content of planned materials.

2023 Eviction Diversion Program

On March 7, 2023, the Board awarded \$2.9 million in funds for the Eviction Diversion Pilot Program and an additional recaptured and reallocated \$259,000 from the Workforce Housing Incentive Program (WHIP) to the Eviction Diversion Pilot Program consistent with authority granted in Budget Ordinance No. 23-78 and Resolution No. R-205-23. Through the Eviction Diversion Pilot Program, residents are offered legal assistance when facing evictions. OHA has contractual oversight of the program and works directly with the main partners, Legal Services of Greater Miami (LSGMI), and Miami Workers Center tasked with conducting door-to-door outreach to residents facing evictions, recruiting and training volunteer attorneys to handle eviction defense cases, and offering tenant rights education workshops. This program

was very effective in the immediate response to addressing mass evictions at the Buena Vista apartments (previously known as Lincoln Fields). On May 21, 2024, the Mid-Year Report submitted by LSGMI was accepted by the Board. The Partners have more than exceeded the project deliverables set forth in the agreement. For example, between March 2023 and March 2024, the project handled over 1,400 legal cases and seven District Know Your Rights Training and Legal Clinics. More data and successful outcomes that illustrate the importance of this program will be showcased significantly in the final report at the end of the grant term. A contract amendment was executed extending the pilot program from June 30, 2024, to September 30, 2024.

2023 Grant Funding

On April 7, 2023, and October 11, 2023, OHA was awarded \$150,000 and \$250,000, respectively in Community Development Block Grant – The Coronavirus Aide, Relief, and Economic Security Act (CARES) Act (CDBG-CV) funds from HCD to expand OHA's capacity to connect individuals with community resources, conduct tenant, and landlord rights trainings, and focus on community outreach as a crisis engagement initiative. The total award is \$400,000 in CDBG-CV funds. The extended CDBG Housing Advocacy program's contract period runs from October 1, 2023, and ends on September 30, 2025.

2024 Report: Summary of OHA Activities

In 2024, the OHA responded to an unprecedented demand for crisis engagement and housing-related services across Miami-Dade County, supporting over 7,000 residents facing eviction, homelessness, rent increases, and affordability challenges. OHA stabilized five high-need properties—Buena Vista Apartments, Glorieta Gardens, Sunnyland and Palm Lakes Mobile Home Parks, and Riviera Plaza—through coordinated efforts with government agencies, legal providers, and community organizations, facilitating tenant engagement, management transitions, safety improvements, and voluntary relocations. The office revised all tenant education materials following the passage of House Bill 1417, launched internal case tracking tools, and expanded staff to enhance outreach, crisis intervention, and disability support. **District 3 consistently reported the highest volume of housing needs, highlighting persistent vulnerabilities.** OHA also strengthened partnerships through legal clinics, outreach events, Section 8 waitlist assistance, and pilot programs like eviction diversion. In 2024, OHA remained a vital advocate for housing stability and equity, working to protect resident rights and expand access to safe, affordable housing throughout the county.

Crisis Engagement and Advocacy Activities

During 2024, OHA received requests to provide crisis engagement and advocacy support for several properties. OHA continues to build relationships with key stakeholders (tenants, landlords, developers, property managers, civic and community advocates, and many others) across the County. Forging these relationships has been crucial in keeping residents housed and stabilizing housing opportunities.

Buena Vista Apartments (formerly known as Lincoln Fields)

Throughout 2024, OHA played a key role in facilitating discussions and stakeholder meetings related to property improvements, safety, and resident well-being at Buena Vista Apartments. Earlier in the year, OHA served as an intermediary between the Unsafe Structures Section of the Department of Regulatory and Economic Resources (RER) and the property's previous owner. Code violations were addressed, and OHA helped facilitate an agreement that enabled the new owners to secure financing and meet the terms of the purchase and sale agreement, allowing the transition of ownership to proceed. OHA remained actively involved in the management transition to ensure positive outcomes for current residents. As the year progressed, OHA convened additional meetings with the new property owners, management, and public safety officials to ensure continued progress on repairs and to address ongoing concerns. On July 17, 2024, OHA organized a meeting at the North Side District Police Station with the owners, property managers, and Major Owens along with officers from the Miami-Dade Sheriff's Office (MDSO). MDSO provided updates on coordinated crime reduction strategies, including the deployment of off-duty officers for community policing. These measures contributed to a noticeable decline in crime-related activity on-site.

To further support safety and quality of life for residents, OHA encouraged the property owners to work with the Animal Services Department (ASD) to address the presence of stray and unregistered animals. Additionally, OHA recommended participation in the Project Green Light program through the Office of Neighborhood Safety (ONS) to enhance surveillance and security measures. These coordinated efforts, involving property management, public safety, and local government partners, contributed to a safer, more stable living environment for residents of Buena Vista Apartments.

Glorieta Gardens Apartments

Throughout 2024, OHA remained actively engaged in the relocation process of residents from Glorieta Gardens Apartments in the City of Opa-locka, where tenants were experiencing severe housing conditions that negatively impacted their quality of life, physical health, and mental well-being. In collaboration with the HCD and the City of Opa-locka, OHA conducted on-site meetings with residents to assess conditions and coordinate solutions. OHA also participated in several key stakeholder meetings with the United States Department of Housing and Urban Development (USHUD), Lemus Residential (USHUD's relocation subcontractor), Nan McKay (HCD's Housing Choice Voucher contract administrator), and HCD. These efforts resulted in USHUD offering voluntary relocation assistance and tenant protection vouchers to eligible residents who chose to relocate. To support the relocation process, OHA secured meeting space from the City of Opa-locka for the distribution of more than 280 Section 8 Housing Choice Vouchers.

On December 4, 2024, OHA hosted a follow-up meeting with USHUD, HCD, LSGMI, Ten North Group, and other local stakeholders to assess progress. Discussions focused on ongoing maintenance challenges at the property, occupancy levels, and the financial sustainability of the site.

Sunnyland Mobile Home Park (also known as Miami Soar Mobile Home Park)

In 2024, OHA, alongside several partners, provided ongoing support to residents of Sunnyland Mobile Home Park, also known as Miami Soar Mobile Home Park, in response to escalating housing concerns and the threat of displacement. In June, Miami Workers Center (MWC) alerted OHA to the deteriorating housing conditions at the park. As part of the Eviction Diversion Pilot Program, LSGMI assigned Community Justice Project (CJP) to take the lead as the legal entity representing residents facing eviction.

Throughout the year, OHA continued collaborating with the Family Action Network Movement, Inc., MWC, and other legal partners to support mobile homeowners and prevent displacement. OHA staff held multiple meetings both onsite at the mobile home park and offsite at the local library, where they assisted residents with submitting Emergency Rental opportunity to schedule appointments at the OHA office to receive further guidance and support.

Riviera Plaza Apartments Miami Beach

On July 18, 2024, OHA staff conducted a Tenant Know Your Rights Workshop for residents of Riviera Plaza Apartments in Miami Beach. Residents had received 60-day notice to vacate. OHA collaborated closely with the City of Miami Beach's Housing and Community Services Division (lead agency on the project) and provided ancillary support, offering guidance on relocation resources and information about the Emergency Rental Assistance Program (ERAP) to help residents transition to new housing.

Palm Lakes Mobile Home Park

In August 2024, residents of Palm Lakes Mobile Home Park were notified by the park's owners that they must relocate by July 22, 2024, or face eviction. In response, the Mayor's Office directed OHA staff to engage with the affected residents and provide direct support services. OHA's Housing Development Advocate and Crisis Engagement Coordinator conducted a series of in-person events with residents. The initial meeting was held onsite and was attended by the Mobile Home Park Association President and Board. During this session, OHA staff shared information about available services through CSD and the OHA and helped in completing Emergency Rental Assistance Program (ERAP) applications. A second meeting was hosted at a County park, where OHA gave a brief presentation and distributed additional ERAP applications. The third event was held at the Miami Workers Center, where staff again offered a presentation followed by application support. Residents were encouraged to complete the application process and visit the OHA office for further assistance and follow-up.

Inquiries/Requests for Assistance

OHA continues to receive inquiries from five general sources: (1) Housing Advocacy Hotline (currently administered by the 311 Call Center); (2) Direct Email; (3) in-person OHA office visits (unscheduled walk-ins); (4) Direct Portal Applications (OHA's website); and (5) Other (Mayor's office, elected officials, other agencies, etc.).

Currently, OHA has categorized residents' inquiries into general categories: (1) ERAP Support; (2) Homelessness; (3) Lease Non-renewal or Termination; (4) Eviction; (5) Utility Shut-off; (6) Utility Assistance; (7) Notice to Vacate; (8) Section 8 or Subsidized Housing; (9) Rent Increase; and (10) Code Violations. Exhibits attached to this report display various ways that OHA receives inquiries, provides resident assistance, and tracks the distribution of issues and total inquiries received monthly.

In 2024, OHA continued to experience high demand for services, with notable shifts in inquiry patterns across the year. The following sections provide a breakdown of activity and trends during the first and second half of the year.

January–June 2024

Exhibit C provides a side-by-side comparison of OHA's activities for the first and second half of 2024. This analysis summarizes the volume and types of requests received through the 311 Call Center, Direct Email, Walk-ins, Direct Portal Applications, and other channels. Between January 1 and June 30, 2024, there was a significant reduction in the number of total residents served 2519 compared to the same period in 2023, in which we served 5,104 (**see Exhibit A**). This decrease may be linked to two key factors: the continued impact of Emergency Rental Assistance Program (ERAP) funding awarded in March 2023, which helped stabilize many households and reduced the urgency of housing-related inquiries; and an increase in informal housing arrangements. An increasing number of families began "doubling up" or moving in with friends or relatives as a short-term solution to rising housing costs. While this arrangement may offer temporary relief, it can lead to overcrowding and housing instability over time. It's also important to note that during this period, Florida's statewide preemption of local tenant protections, through House Bill 1417 (effective July 1, 2023), continued to shape a transitional environment for both residents and service providers. While the full impacts of this legislative change were not yet fully evident in early 2024, the shift in tenant protections likely influenced how housing issues were navigated across the state.

Exhibit D (Part 1) presents a summary of requests for assistance from January through June 2024, disaggregated by County Commission Districts. Notably:

- District 5 recorded the highest in Code Violations (20);
- District 3 and District 5 tied for highest in Discrimination and Retaliation (39);
- District 3 recorded the highest in ERAP support (62);
- District 3 recorded the highest in Evictions (91);
- District 3 recorded the highest in Homelessness inquiries (106); and
- District 3 recorded the highest in Homeownership Programs (15).

Exhibit D (Part 2) continues the issue distribution analysis across Commission Districts:

- Districts 3 and 5 recorded the highest Lease Non-renewals or Terminations (18 and 15, respectively);
- Districts 5, 2, and 3 recorded the highest in Notice to Vacate (14, 11, and 11, respectively);
- Districts 3 and 5 recorded the highest in Rent Increases (23 and 16, respectively);
- District 3 recorded the highest in Section 8 or Subsidized Housing (54);

- District 3 recorded the highest in Utility Assistance (15); and
- Utility Shut offs were tied among Districts 3, 4, and 8 (each at 4).

Exhibit E further summarizes the most reported issues for this six-month period. The top three services requested were:

- Evictions (436),
- ERAP Support (279), and
- Homelessness (276).

District-level highlights include:

- District 5 had the highest number of Code Violations (20 of 105) and Discrimination and Retaliation reports (22 of 77).
- District 3 led in ERAP support (62 of 279), Evictions (91 of 436), and Homelessness (106 of 276).
- District 3 also recorded the most inquiries related to Homeownership Programs (15 of 67), Lease Non-renewals (18 of 93), Rent Increases (23 of 115), Section 8/Subsidized Housing (54 of 183), and Utility Assistance (15 of 54).
- Utility shut offs were evenly distributed among Districts 3, 4, and 5 (4 of 29 each).

July–December 2024

Exhibit C reflects a sharp increase in resident inquiries during the second half of 2024, rising from 2,519 to 4,478. All service channels—walk-ins, emails, kiosk submissions, and referrals—saw noticeable growth, highlighting a renewed surge in demand for housing support and tenant guidance.

This uptick aligns with the broader effects of House Bill 1417, which took effect July 1, 2023. The legislation preempted local tenant protection ordinances, creating a statewide framework that required adjustment from both residents and service providers. While early 2024 marked a transition, by mid-year, confusion around tenant rights and increased legal vulnerability became more evident.

OHA also improved internal tracking through enhanced walk-in, email, and kiosk systems—leading to better data capture and reporting. The rise in legal inquiries and in-person visits underscores OHA’s role as a critical support hub for residents navigating urgent housing issues.

Exhibit F (Part 1) presents a summary of requests for assistance from July through December 2024, disaggregated by County Commission Districts. Notably:

- District 3 recorded the highest in Code Violations (15);
- District 3 recorded the highest in Discrimination and Retaliation (8);
- District 3 recorded the highest in ERAP support (255);
- District 3 recorded the highest in Evictions (191);
- District 3 recorded the highest in Homelessness inquiries (83); and
- District 3 recorded the highest in Homeownership Programs (5).

Exhibit F (Part 2) continues the issue distribution analysis across Commission Districts:

- District 9 recorded the highest Lease Non-Renewal and/or Termination (22);
- District 2 recorded the highest in Notice to Vacate (22);
- District 3 recorded the highest in Rent Increases (21);
- District 3 recorded the highest in Section 8 or Subsidized Housing (22);
- District 3 recorded the highest in Utility Assistance (6); and
- District 9 recorded the highest in Utility Shut-offs (1).

Exhibit G presents Commission District with the highest vulnerable zones during this period:

- District 3 recorded the highest in Code Violations (15 of 43);
- District 3 recorded the highest in Discrimination and Retaliation (8 of 23);
- District 3 recorded the highest in ERAP Support (255 of 714);
- District 3 recorded the highest in Eviction inquiries (191 of 494);
- District 3 recorded the highest in Homelessness (83 of 137); and
- District 3 recorded the highest in Homeownership Programs (5 of 18).

Exhibit G continues the district-level analysis for additional issue types:

- District 9 recorded the highest number of Lease Non-Renewal and/or Termination (22 of 51);
- District 2 recorded the highest in Notices to Vacate (22 of 66);
- District 3 recorded the highest in Rent Increases (21 of 49);
- District 3 recorded the highest in Section 8 or Subsidized Housing (22 of 58);
- District 3 recorded the highest in Utility Assistance (6 of 18); and
- District 9 had the only recorded Utility Shut-off (1 of 1).

Exhibit G summarizes the top three most requested services during the second half of 2024:

- ERAP Support (714),
- Evictions (494), and
- Homelessness (137).

District-level highlights include:

- District 5 recorded the highest number of Code Violations (15 of 43) and Discrimination and Retaliation (8 of 23);
- District 3 led in ERAP Support (255 of 714), Evictions (191 of 494), and Homelessness (83 of 137);
- District 9 had the most inquiries related to Lease Non-Renewal and/or Termination (22 of 51) and Homeownership Programs (5 of 18);
- District 5 had the highest number of Notices to Vacate (22 of 66);
- District 3 had the highest number of clients reporting Rent Increases (21 of 49), Section 8/Subsidized Housing (22 of 58), and Utility Assistance (6 of 18); and
- District 9 had the only reported Utility Shut-off.

2024 Appendix B: OHA Community and Stakeholder Engagement Activity

Throughout 2024, OHA participated in numerous community engagement initiatives, resource support activities, and outreach events across Miami-Dade County. These included:

- MDEAT Monthly Housing Advocacy Committee meetings.
- Advocacy support and coordination with residents of Buena Vista Apartments (formerly known as Lincoln Fields) and Glorieta Gardens Apartments.
- District-level Tenant Know Your Rights Trainings and Legal Clinics, co-hosted through the Eviction Diversion Pilot Program. Eight events were held in the first half of the year, and four additional events took place in the second half.
- Hosted four quarterly Civic and Community Engagement meetings focused on Affordable Housing Transformation and Fair Housing Advocacy (March 2024) and Emergency Solutions (June 2024), Re-entry Program Services (September 2024), and Various Miami-Dade County Departments Introduction to their county services.
- Assisted HCD with call support and referrals for the Section 8 waitlist and application process.
- Hosted OHA's Fall Housing Eviction Clinic which included multiple community resources, and a panel discussion which that consisted of attorneys that represented landlords, attorneys that represented tenants, and judges that handled evictions for the most vulnerable populations. Residents were also offered the opportunity to have 1 on 1 sessions with attorneys.
- Co-hosted the "Achieve the Dream Homeownership Fair" in partnership with HCD (October 2024).

These efforts reflect OHA's continued commitment to collaborative engagement, policy advocacy, and proactive support for residents navigating housing challenges across Miami-Dade County.

Administrative Summary 2024

In 2024, OHA focused on improving internal operations by hiring three key professionals to support our mission: Engineer with Cybersecurity experience: This role helped improve OHA's case management system, including the creation of the Case Worthy OHA process. This two-month project streamlined workflows and enhanced internal tracking and reporting capabilities. Strategist: This problem solver worked with the team to identify and implement solutions that improved operational efficiency, making OHA more responsive and effective. Attorney: With a focus on eviction law, the attorney helped enhance OHA's understanding of the eviction process, enabling us to provide more informed legal support to residents.

After the signing of legislation by Governor DeSantis, which required significant updates to the Tenant Rights and Protections materials, OHA collaborated with partners at LSGMI. They assisted in revising the eviction-related content and helped integrate the Supreme Court-approved forms into OHA's materials, which were finalized in September 2024. These improvements reflect OHA's commitment to enhancing service delivery, adapting to legislative changes, and ensuring that we continue to meet the growing housing challenges in Miami-Dade County.

Grant Funding 2024

In 2024, OHA expanded its crisis engagement efforts by hiring three new team members to bolster our outreach and support capabilities. This expanded team focused on addressing the housing needs of vulnerable residents, particularly those facing imminent eviction or living with disabilities. We made significant strides by working directly with mobile home parks such as Palm Lakes Mobile Home Park and Sunnyland Mobile Home Park. Additionally, our team expanded its reach by offering onsite crisis management services, including home visits and direct support to individuals facing eviction, disabilities, or other housing-related crises. These in-person visits allowed OHA staff to assess situations, offer immediate resources, and provide tailored assistance to those who might not have otherwise been able to access help. These services reflect our commitment to providing not only reactive, but also proactive solutions to the growing housing challenges in our community.

Recommendations for 2025

Enhance Partnerships and Advocacy for Resident Protections:

OHA will continue strengthening relationships with property owners, developers, and community stakeholders to promote housing stability and mitigate displacement. OHA recommends initiating a joint dialogue with the Florida League of Cities and the National Association of Counties (NACO) to explore stronger protections for residents at the local, state, and federal levels. OHA also recommends advocating for increased investment in the Miami-Dade County Eviction Diversion Pilot Program through federal, state, and local funding channels. Continued support for this program is critical to preventing displacement and maintaining housing stability for vulnerable households.

Explore Office-to-Residential Conversions as a Housing Strategy:

In response to ongoing housing shortages, OHA will continue exploring the viability of converting vacant office spaces into residential units in areas with high commercial vacancy. This strategy—successfully piloted in other urban areas—has the potential to expand affordable housing options in high-need districts. To advance this initiative, OHA recommends assessing the feasibility of county-owned buildings for potential conversion and engaging the developer community, real estate professionals, and planning departments to understand regulatory and market conditions for private-sector adoption.

Ongoing Feasibility Study and Implementation:

OHA will continue researching successful conversion models from other cities to evaluate best practices and potential implementation challenges. The County should consider supporting these efforts through incentives, policy adjustments, or direct funding to encourage developments that prioritize affordable housing.

Strategic Priorities for 2025

Over the next six months, OHA aims to enhance support for vulnerable populations through the following priorities:

Legal Representation for Tenants:

- Continue administering the Eviction Diversion Pilot Program.
- Explore creating a court navigation component to provide tenants with legal education materials and support.

Job Opportunity Resources:

- Connect residents to job training programs and employment opportunities to enhance economic stability.

Referral Services for Housing Assistance:

- Maintain and expand OHA's role as a key referral source for emergency rental assistance and transitional housing programs.

Collaborative Research for Affordable Housing:

- Partner with County departments and stakeholders to identify new strategies and policies that support affordable rental housing expansion.

Homeownership Pathways for Mobile Home Park Residents:

- Continue to search for grants that will assist and empower renters in mobile home parks in exploring long-term homeownership strategies and community investment opportunities.

Partnership with HCD's Achieve the Dream Homeownership Fair:

- Provide residents with guidance on the homeownership process, including housing counseling, credit repair, financing, and the homebuying journey.

Expand Interdepartmental Collaboration and Leverage Data Innovation:

- Collaborate more closely with HCD to integrate data systems related to housing availability, Section 8, and public housing waitlists.
- Explore the use of Artificial Intelligence (AI) to enhance coordination across departments, improve client services, and provide real-time data on housing availability. By leveraging AI, OHA can streamline support for residents facing housing instability, automate common inquiries, and connect clients with available resources, even if direct housing assistance is not immediately possible. This approach will also improve data collection, supporting future grant funding opportunities.

Conclusion

Between 2023 and 2024, OHA experienced a significant increase in demand for housing crisis services. This reflects deepening affordability issues, rent hikes, and increased eviction threats across Miami-Dade County. While both years emphasized tenant advocacy and legislative navigation, 2024 saw more proactive and large-scale interventions, including stabilizing five at-risk properties and expanding staff capacity. The implementation of HB 1417 in 2024 prompted OHA to revise outreach materials and enhance internal case tracking, signaling a more structured response to legislative impacts. District 3 remained the most vulnerable area across both years. Additionally, partnerships with legal providers and community organizations strengthened, with 2024 showing a notable increase in legal clinics, outreach events, and the development of targeted pilot programs like eviction diversion. Overall, the data illustrates a rapidly escalating housing crisis and the importance of a centralized housing office like OHA, which plays a critical role in coordinating resources, educating residents, and

Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

Page No. 16

preserving housing stability countywide through multi-stakeholder collaboration and a more strategic, system-level approach. OHA remains committed to cross-sector collaboration, data-informed advocacy, and strengthening community resilience in the face of Miami-Dade.

County's ongoing housing challenges. Since the preemption of the Tenants' Bill of Rights, OHA continues to operate as a key resource that empowers residents with tools for economic stability and housing preservation. Through sustained partnerships, legal support programs, and exploring innovative strategies such as office-to-residential conversions and interdepartmental data collaboration, OHA is working to advance a more equitable and sustainable housing landscape across Miami-Dade County.

Attachments

- Exhibit A: OHA Activities January 2023 - December 2023
- Exhibit B: OHA Issue Distribution for 2023 Quarterly Breakdown Combined
- Exhibit C: Comparative Analysis of OHA Activities in 2024
- Exhibit D: OHA Issue Distribution, January - June 2024 (Part 1 & 2)
- Exhibit E: Commission Districts and Vulnerable Zones, January - June 2024
- Exhibit F: OHA Issue Distribution, July 2024 – December 2024 (Part 1 & 2)
- Exhibit G: Commission Districts and Vulnerable Zones, July to December 2024
- Appendix 1: 2023 OHA Community and Stakeholder Engagement Activity
- Appendix 2: 2024 OHA Community and Stakeholder Engagement Activity

Exhibit A

OHA Activities January 2023 - December 2023

Exhibit 1.1: OHA Activities January 1, 2023 – June 30, 2023								
OHA Activity Month	Total # of Inquiries Received	Hotline (via 311 Call Center)	Direct Email*	In-person, Walk-in Visits	Direct Portal Application	Other (elected officials, other agencies, etc.)	Eviction Prevention Related	
January, 2023	509	211	179	44	49	26	123	
February, 2023	575	215	236	35	57	32	107	
March, 2023	777	229	407	60	50	31	100	
April 2023	1233	241	365	67	520	40	156	
May 2023	1187	219	754	73	106	35	187	
June 2023	823	191	422	77	89	44	217	
Totals	5,104	1,306	2,363	356	871	208	890	
Exhibit 1.1: OHA Activities July 1, 2023 – December 2023								
OHA Activity Month	Total # of Inquiries Received	Hotline (via 311 Call Center)	Direct Email*	In-person, Walk-in Visits	Direct Portal Application	Other (elected officials, other agencies, etc.)	Eviction Prevention Related	
July 2023	677	163	304	78	89	43	235	
August 2023	689	150	359	74	67	39	209	
September 2023	803	309	330	51	75	38	303	
October 2023	930	571	171	77	46	65	170	
November 2023	702	393	116	42	120	31	77	
December 2023	963	523	238	50	132	20	106	
Totals	4,764	2,109	1,518	372	529	236	1,100	
*Direct email numbers are considerably higher in May and June 2023 resulting from the high number of messages received by OHA in response to a solicitation for appointment requests, which is included as part of the total number of inquiries received. To streamline the request for appointments process in June 2023, OHA created a short form allowing residents to choose an appointment date and time block for telephone appointments.								

Exhibit B

OHA Issue Distribution for 2023: Quarterly Breakdown Combined

The chart provides a breakdown of housing issues reported to OHA throughout 2023, separated by quarter. Evictions and Rent Increases were the most frequently reported issues across all quarters, with notable fluctuations in categories such as ERAP Support, Lease Non-Renewal and/or Termination, and Utility Shut-offs. This distribution offers insights into the key challenges faced by residents throughout the year and highlights trends in housing instability.

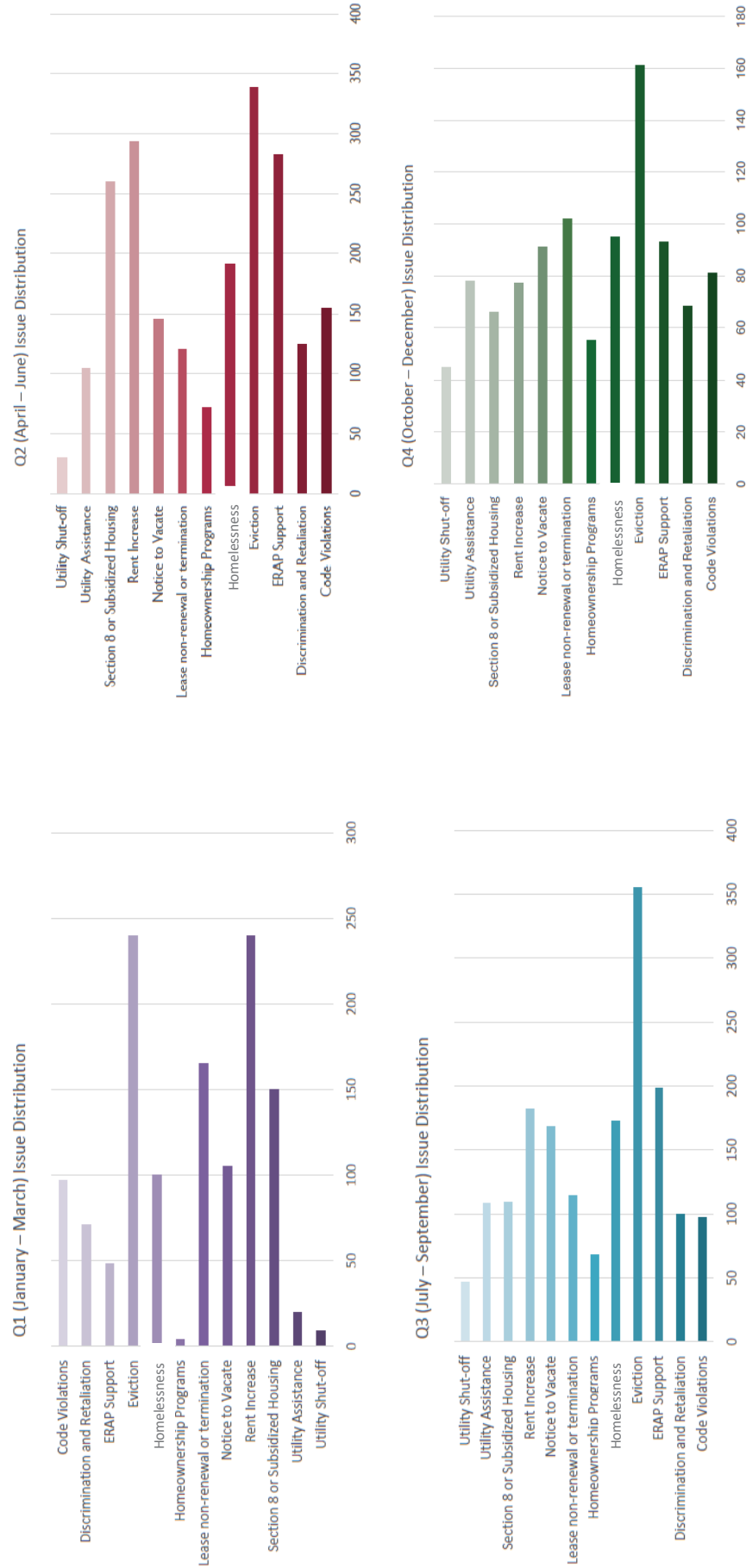


Exhibit C

Comparative Analysis of OHA Activities in 2024

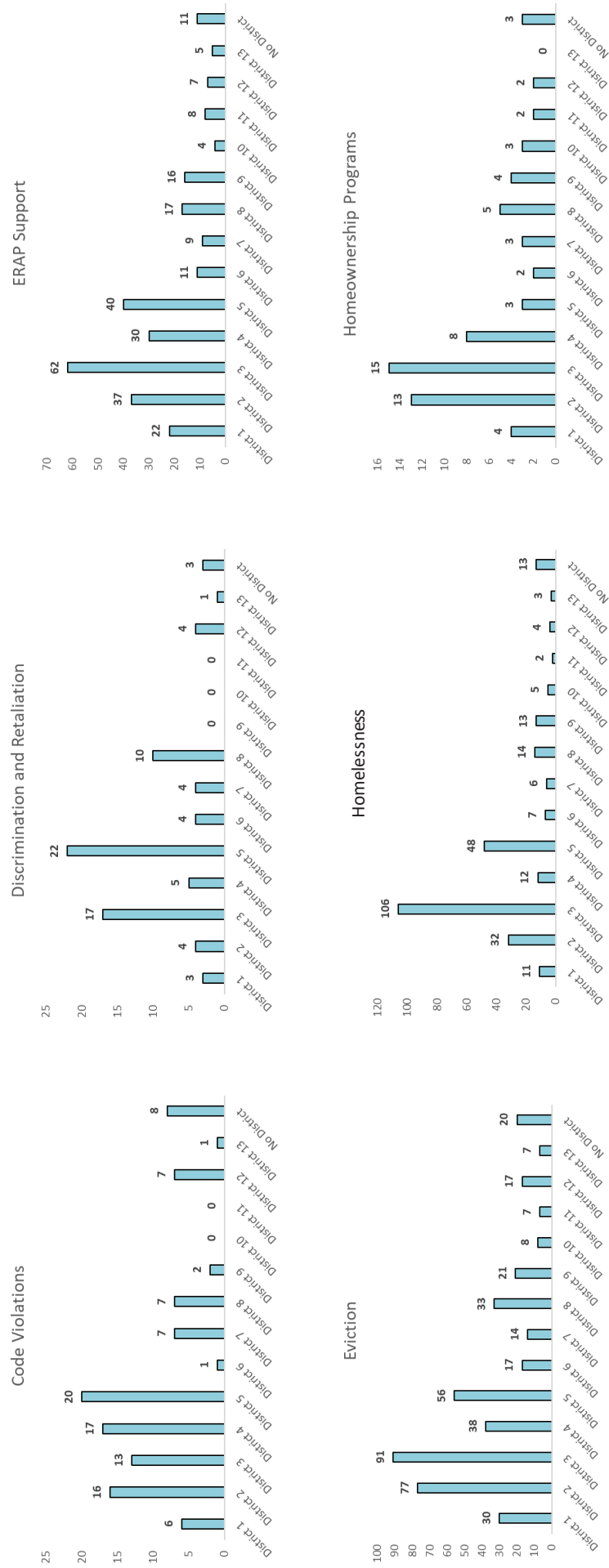
Exhibit 1.3: OHA Activities January 1, 2024 - June 30, 2024									
OHA Activity Month	Total # inquiries Received	Hotline (311 via call center)	Direct Email	In-Person walkins	Direct Portal Applications	Other (elected officials, other agencies, etc.)	Eviction Prevention Related		
January, 2024	433	57	206	30	128	12	97		
February, 2024	404	88	150	25	92	49	114		
March, 2024	420	93	139	29	115	44	130		
April, 2024	413	100	157	41	103	12	154		
May, 2024	434	120	98	32	135	49	135		
June, 2024	415	66	16	20	269	44	96		
Totals	2519	524	766	177	842	210	726		
Exhibit 1.3: OHA Activities July 1, 2024 - December 31, 2024									
OHA Activity Month	Total # inquiries Received	Hotline (311 via call center)	Direct Email	In-Person walkins	Direct Portal Applications	Other (elected officials, other agencies, etc.)	Eviction Prevention Related		
July, 2024	938	88	476	53	208	113	136		
August, 2024	577	55	186	94	153	89	165		
September, 2024	746	39	256	216	164	71	119		
October, 2024	857	47	381	253	123	53	94		
November, 2024	502	34	149	181	105	33	66		
December, 2024	858	43	479	146	87	103	86		
Totals	4478	306	1927	943	840	462	666		

Exhibit D

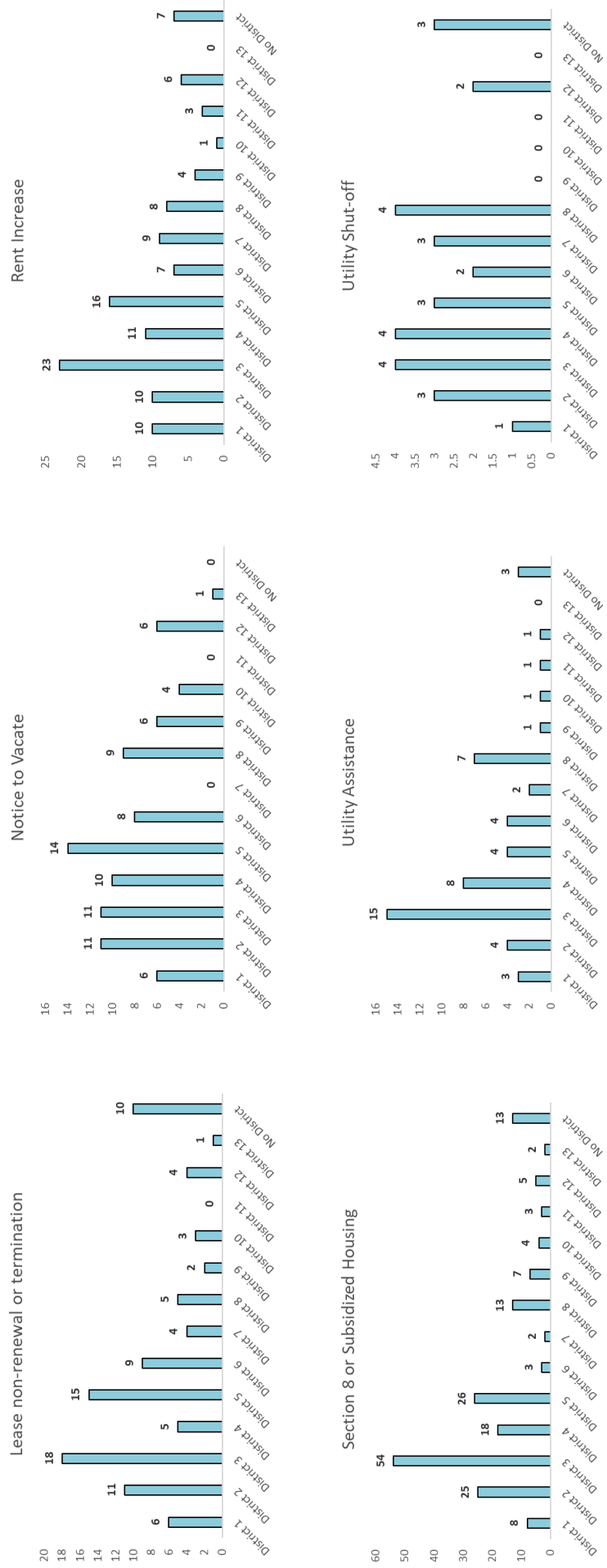
OHA Issue Distribution January 1, 2024 - June 30, 2024

(Part 1)

This two-part chart illustrates the distribution of housing-related issues reported to OHA across Miami-Dade County Commission Districts from January 1 to June 30, 2024. Each issue—ranging from evictions and ERAP support to code violations and discrimination and retaliation—is broken down by district to highlight geographic trends and concentrations.



This two-part chart illustrates the distribution of housing-related issues reported to OHA across Miami-Dade County Commission Districts from January 1 to June 30, 2024. Each issue—ranging from evictions and ERAP support to code violations and utility shut-offs—is broken down by district to highlight geographic trends and concentrations.



Section 8 or Subsidized Housing

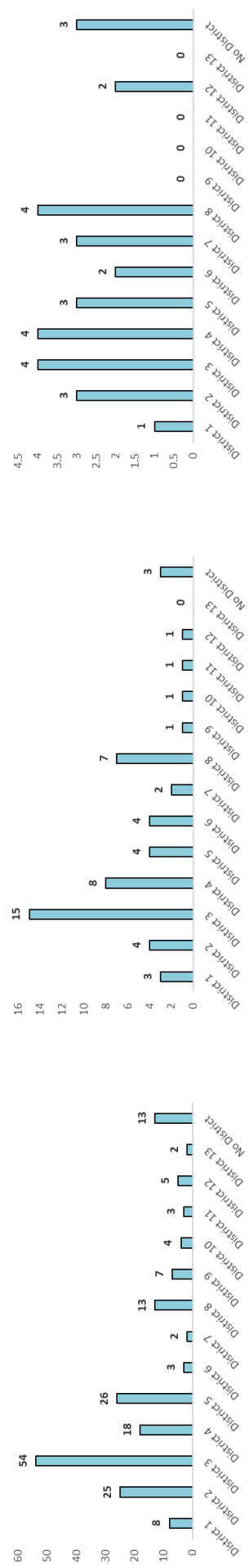


Exhibit E

Commission District and Vulnerable Zones January 1 –June 30, 2024

OHA Issue distribution by Commission District. The highest three number of services being provided were Eviction (436), ERAP support (279) followed by Homeless (276).

District-level highlights include: **District 5** had the highest number of Code Violations (20 of 105) and Discrimination and Retaliation reports (22 of 77). District 3 led in ERAP support (62 of 279), Evictions (91 of 436), and Homelessness (106 of 276). **District 3** also recorded the most inquiries related to Homeownership Programs (15 of 67), Lease Non-Renewals (18 of 93), Rent Increases (23 of 115), Section 8/Subsidized Housing (54 of 183), and Utility Assistance (15 of 54). Utility Shut-offs were evenly distributed among Districts 3, 4, and 5 (4 of 29 each).

District	Code Violations	Discrimination and Retaliation	ERAP Support	Eviction	Homelessness	Homeownership Programs	Lease Non-renewal or termination	Notice to Vacate	Rent Increase	Section 8 or Subsidized Housing	Utility Assistance	Utility Shut-off
District 1	6	3	22	30	11	4	6	6	10	8	3	1
District 2	16	4	37	77	32	13	11	11	10	25	4	3
District 3	13	17	62	91	106	15	18	11	23	54	15	4
District 4	17	5	30	38	12	8	5	10	11	18	8	4
District 5	20	22	40	56	48	3	15	14	16	26	4	3
District 6	1	4	11	17	7	2	9	8	7	3	4	2
District 7	7	4	9	14	6	3	4	-	9	2	2	3
District 8	7	10	17	33	14	5	5	9	8	13	7	4
District 9	2	-	16	21	13	4	2	6	4	7	1	-
District 10	-	-	4	8	5	3	3	-	1	4	1	-
District 11	-	-	8	7	2	2	-	-	3	3	1	-
District 12	7	4	7	17	4	2	4	6	6	5	1	2
District 13	1	1	5	7	3	-	1	1	-	2	-	-
No District	8	3	11	20	13	3	10	-	-	13	3	3
Total	105	77	279	436	276	67	93	86	115	183	54	29

Highest

Lowest

Exhibit F

OHA Issue Distribution July 1, 2024 to December 31, 2024

(Part 1)

This two-part chart illustrates the distribution of housing-related issues reported to OHA across Miami-Dade County Commission Districts from July 1 to December 31, 2024. Each issue—ranging from evictions and ERAP support to code violations and retaliation—is broken down by district to highlight geographic trends and concentrations.

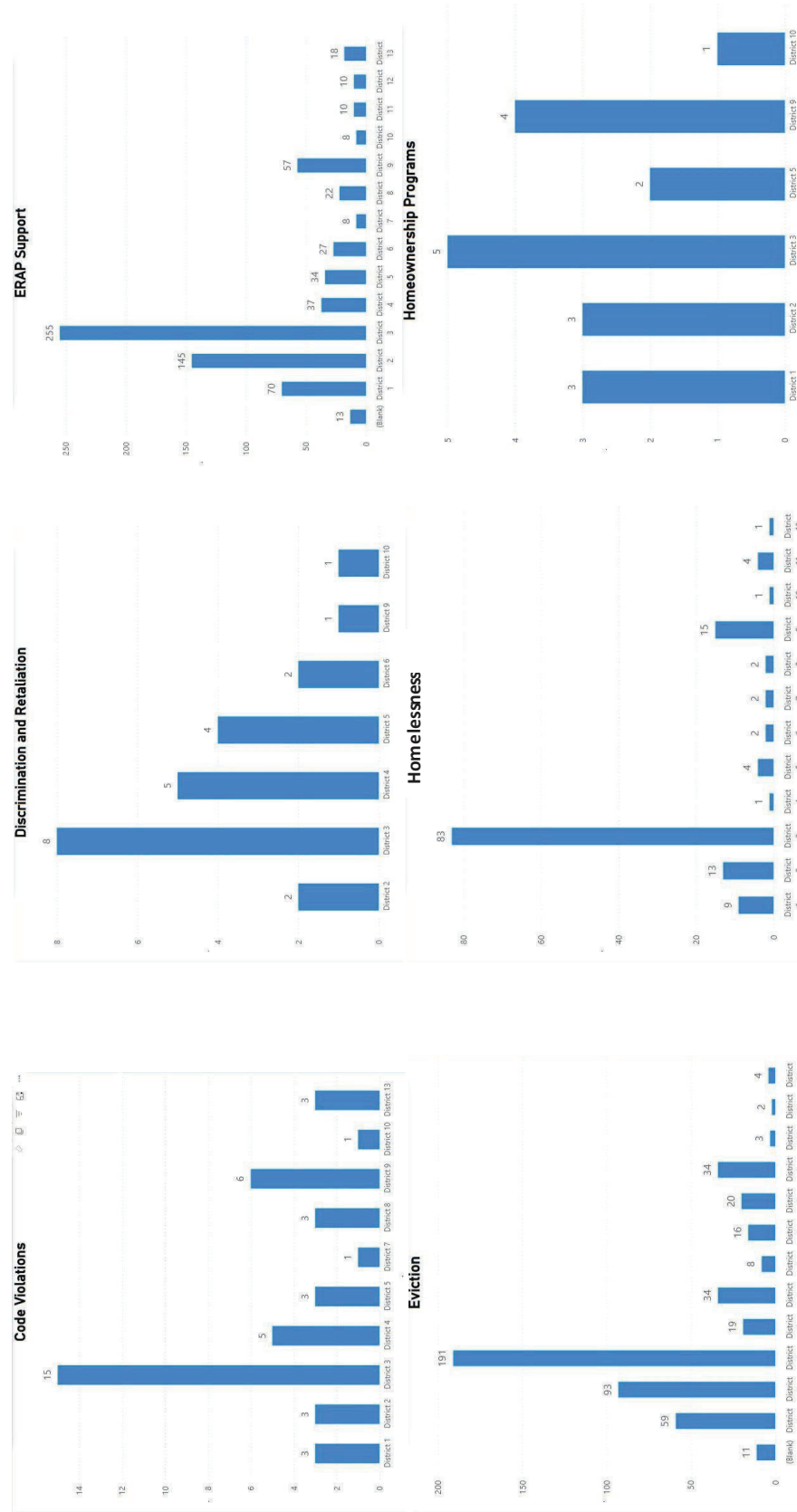


Exhibit F

OHA Issue Distribution July 1, 2024 – December 31, 2024

(Part 2)

This two-part chart illustrates the distribution of housing-related issues reported to OHA across Miami-Dade County Commission Districts from July 1 to December 31, 2024. Each issue—ranging from evictions and ERAP support to code violations and utility shut-offs—is broken down by district to highlight geographic trends and concentrations.

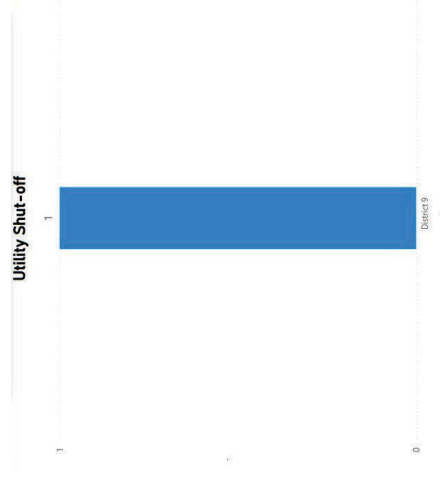
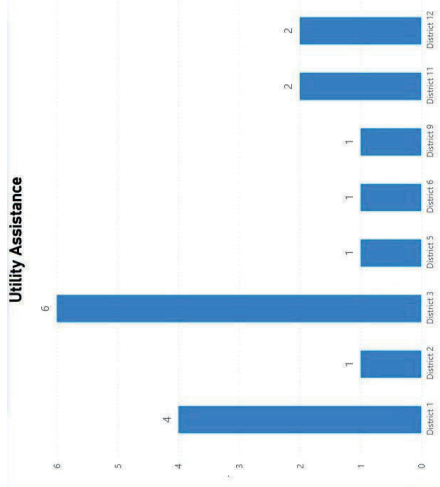
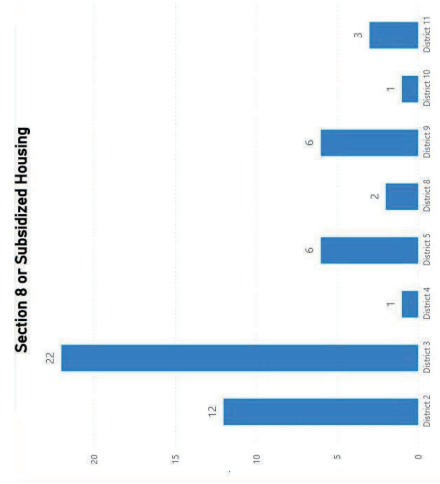
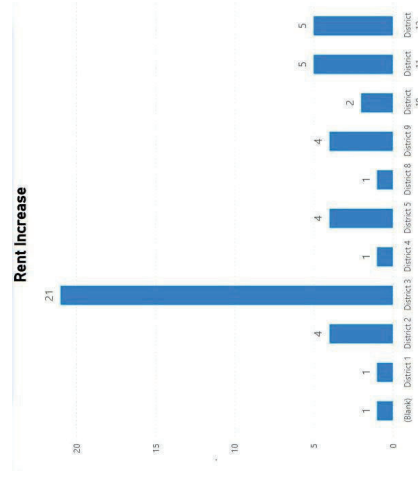
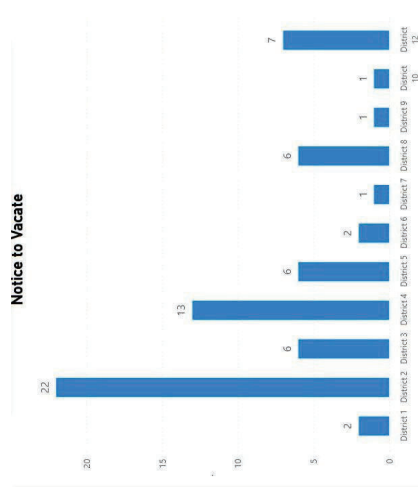
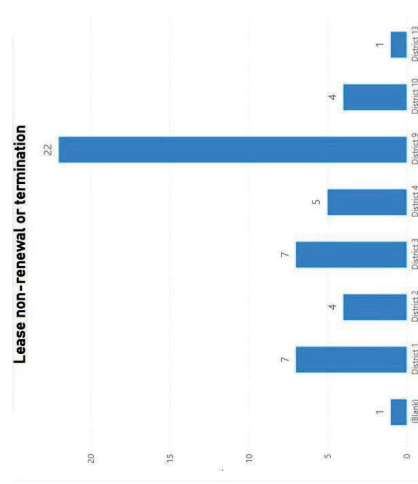


Exhibit G

Commission District and Vulnerable Zones July 1-December 31, 2024

OHA Issue distribution by Commission District. The highest three number of services being provided were ERAP support (714) Eviction (494), followed by Homelessness (137).

District-level highlights include: **District 3** recorded the highest number of Code Violations (15 of 43) and Discrimination and Retaliation (8 of 23), ERAP Support (255 of 714), Evictions (191 of 494), Homelessness (83 of 137) and Homeownership Programs (5 of 18); **District 9** had the most inquiries related to Lease Non-renewals (22 of 51), **District 2** had the highest number of Notices to Vacate (22 of 66); **District 3** had the highest number of clients reporting Rent Increases (21 of 49), Section 8/Subsidized Housing (22 of 58), and Utility Assistance (6 of 18); and **District 9** had the only reported Utility Shut-off.

District	Code Violations	Discrimination and Retaliation	ERAP Support	Eviction	Homelessness	Homeownership Programs	Lease non-renewal or termination	Notice to Vacate	Rent Increase	Section 8 or Subsidized Housing	Utility Assistance	Utility Shut-off
District 1	3	-	70	59	9	3	7	1	1	-	4	-
District 2	3	2	145	93	13	3	4	22	4	12	1	-
District 3	15	8	255	191	83	5	7	6	21	22	6	-
District 4	5	5	37	19	1	-	5	13	1	1	-	-
District 5	3	4	34	34	4	2	-	6	4	6	1	-
District 6	-	2	27	8	2	-	-	2	-	-	1	-
District 7	1	-	8	16	2	-	-	1	-	-	-	-
District 8	3	-	22	20	2	-	-	6	1	2	-	-
District 9	6	1	57	34	15	4	22	1	4	6	1	-
District 10	1	1	8	3	1	1	4	1	2	1	-	1
District 11	-	-	10	2	4	-	-	-	5	5	2	-
District 12	-	-	10	4	-	-	-	7	5	3	2	-
District 13	3	-	18	-	1	-	1	-	-	-	-	-
No District	-	-	13	11	-	-	1	-	1	-	-	-
Total	43	23	714	494	137	18	51	66	49	58	18	1

Highest Lowest

Appendix 1

Exhibit A.1: OHA Activity January to March 2023		
January	February	March
6 HOMES Plan Focus Group	1 Housing Support to New World Condominium Residents/ Betty T. Ferguson Greater Miami Housing Alliance – General Membership Meeting	1 Housing Support to New World Condominium Residents/ Betty T. Ferguson Miami Gardens Fire Coordination Call
9 CAA Board Meeting	2 Housing Support to New World Condominium Residents/ Betty T. Ferguson Weekly HUD Stakeholder Meeting – Tenant Rights Blueprint	2 Housing Support to New World Condominium Residents/ Betty T. Ferguson HOMES Plan Focus Group
12 MDEAT Housing Advocacy Committee	6 Florida Housing Coalition: SHIP Program Administrator Training (Part 2) HUD Affirmatively Furthering Fair Housing 2.0 Briefing	3 Housing Support to New World Condominium Residents/ Betty T. Ferguson Consumer Protection Week: Consumer Protection 101 Panel
13 HOMES Plan Focus Group	9 MDEAT Housing Advocacy Committee	6 Housing Support to New World Condominium Residents/ Betty T. Ferguson Consumer Protection Week: Landlord and Tenant Issues Panel
19 Florida Housing Coalition – Accessory Dwelling Units for Affordable Housing Webinar	10 HOMES Plan Focus Group	7 Housing Support to New World Condominium Residents/ Betty T. Ferguson
20 Miami-Dade County Climate Action Town Hall Meeting Florida Housing Coalition Hurricane Member Update	13 Housing Support to New World Condominium Residents/ Betty T. Ferguson Miami Gardens Fire Coordination Call Meet Me Monday with City of Opa Locka Commissioner Joseph L. Kelly	8 Housing Support to New World Condominium Residents/ Betty T. Ferguson Miami Gardens Fire Coordination Call Emmanuel Recois Weekly Phone Line Program
23 The Umbrella of Hope Coalition Reentry Summit (Day 1)	14 Housing Support to New World Condominium Residents/ Betty T. Ferguson Miami Gardens Fire Coordination Call	9 Housing Support to New World Condominium Residents/ Betty T. Ferguson MDEAT Housing Advocacy Committee
24 The Umbrella of Hope Coalition Reentry Summit (Day 2)	15 Housing Support to New World Condominium Residents/ Betty T. Ferguson Miami Gardens Fire Coordination Call	10 Housing Support to New World Condominium Residents/ Betty T. Ferguson HOMES Plan Focus Group
25 Eviction Task Force: Tenant and Resident Protection Working Group Mayor's State of the County Address (2023)	16 Housing Support to New World Condominium Residents/ Betty T. Ferguson Miami Gardens Fire Coordination Call	11 Housing Support to New World Condominium Residents/ Betty T. Ferguson Miami Gardens Fire Coordination Call

Appendix 1

Exhibit A.1: OHA Activity January to March 2023		
January	February	March
27 Sadowski Affiliates – 2023 Legislative Session Update Florida Housing Coalition Hurricane Member Update	17 Housing Support to New World Condominium Residents/ Betty T. Ferguson Legal Services of Greater Miami Business Breakfast: Housing Insecurity - What it means for you & your business.	12 Housing Support to New World Condominium Residents/ Betty T. Ferguson Consumer Protection Week: Landlord and Tenant Issues Panel HOMES Plan Focus Group
29 OHA Staff Strategy Discussion – Support and Resources for New World Condominium Residents	21 Housing Support to New World Condominium Residents/ Betty T. Ferguson HOMES Plan Focus Group	17 Housing Support to New World Condominium Residents/ Betty T. Ferguson
30 Assisting New World Condominium Residents at Betty T Ferguson Shelter	22 Housing Support to New World Condominium Residents/ Betty T. Ferguson Eviction Task Force: Tenant and Resident Protection Working Group	21 Miami-Dade Housing Choice Voucher Program – Landlord Informational Meeting
31 Assisting New World Condominium Residents at Betty T Ferguson Shelter	23 Housing Support to New World Condominium Residents/ Betty T. Ferguson Miami-Dade County Eviction Task Force	22 Eviction Task Force: Tenant and Resident Protection Working
		27 Extreme Heat Exercise with the National Oceanic and Atmospheric Association Florida Housing Coalition – Statewide Supportive Housing Working Group: Introductory Meeting Miami-Dade County Public Housing and Community Development Public Hearing: Public Hearing for the Recapture and Reallocation of CDBG-CV3 Funds Group
		31 HOMES Plan Focus Group

Appendix 1

Exhibit A.1: OHA Activity April to June 2023		
April	May	June
CAA Board – Executive Committee Meeting 3	CAA Board – Executive Committee Meeting 1	City of North Miami Office of the Mayor, Association of Haitian Educators of Dade Gathering 1
Florida Housing Coalition Webinar: Working with Blended Financing/Subsidy Layering 6	Choice Development Site Visit 2	HOMES Plan Focus Group 2
HOMES Plan Focus Group 7	HOMES Plan Focus Group 5	Lincoln Fields Resource Coordination Call CAA Board – Executive Committee Meeting 5
CAA Board Meeting 10	CAA Board Meeting 8	Lincoln Fields Resource Coordination Call Partnership meeting: Miami Homes For All 6
MDEAT Housing Advocacy Committee A Symposium on Food, Housing and Racial Justice in the United States- University of Miami School of Law (Day 1) 13	Florida Housing Coalition Overview of Live Local Act 9	Lincoln Fields Resource Coordination Call 7
A Symposium on Food, Housing and Racial Justice in the United States- University of Miami School of Law (Day 2) 14	Partnership Meeting with Miami-Dade Public Libraries 10	Lincoln Fields Resource Coordination Call MDEAT Housing Advocacy Committee 8
North Bay Village, Majestic Isle Residents Emergency Meeting and Onsite Resources 20	MDEAT Housing Advocacy Committee 11	Lincoln Fields Resource Coordination Call 9
Building Officials Meeting 24 City of North Bay Village, Special Commission Meeting – Majestic Isle Condo	Lincoln Fields Resource Coordination Call 17 Landlord/Tenant Know Your Rights Training – Lincoln Fields Residents	Lincoln Fields Resource Coordination Call 12 CAA Board Meeting
OHA and Family and Community Services Division, Providing Onsite Resources to Majestic Isle Condo Residents 25	Lincoln Fields Resource Coordination Call 19	Lincoln Fields Resource Coordination Call National Forum for Public Administrators (NFBPA) – Introduction 13
	Lincoln Fields Resource Coordination Call 22 Eviction Diversion Program Pilot Kick-Off Call – Legal service partners	Lincoln Fields Resource Coordination Call 14
	Lincoln Fields Resource Coordination Call 23 Call with Orange County Office of Tenant Services	Lincoln Fields Resource Coordination Call Lincoln Field Unsafe Structure Meeting-Teams 15

Appendix 1

Exhibit A.1: OHA Activity April to June 2023		
April	May	June
	Partner Call with Miami-Dade Regulatory and Economic Resources/Code Enforcement	
	24 Lincoln Fields Resource Coordination Call Greater Miami Housing Alliance: Tenant and Resident Protections Committee	16 Lincoln Fields Resource Coordination Call Lincoln Field Unsafe Structure Meeting-Teams
	25 Lincoln Fields Resource Coordination Call Partnership Meeting with Miami-Dade Public Libraries	19 Lincoln Fields Resource Coordination Call
	26 Lincoln Fields Resource Coordination Call	20 Lincoln Fields Resource Coordination Call Partnership Meeting with Miami-Dade County Chief Heat Officer
	29 Lincoln Fields Resource Coordination Call	21 Lincoln Fields Resource Coordination Call
	30 Lincoln Fields Resource Coordination Call	22 Lincoln Fields Resource Coordination Call
	31 Lincoln Fields Resource Coordination Call Customer Journey: Improving Rental and Financial Assistance Workgroup Sessions	23 Lincoln Fields Resource Coordination Call
		26 Lincoln Fields Resource Coordination Call
		27 Re-entry Summit Lincoln Fields Resource Coordination Call
		28 Lincoln Fields Resource Coordination Call Southeast Florida Regional Climate Change Compact Implementation Workshop: Climate Resilient Affordable Housing
		29 Lincoln Fields Resource Coordination Call
		30 Lincoln Fields Resource Coordination Call

Appendix 1

Exhibit A.1: OHA Activity July to September 2023		
July	August	September
CAA Executive Committee Meeting 3	Lincoln Fields Resource Coordination Call 3 Trauma-Informed Care Training (OHA Senior Staff)	CAA Executive Committee Meeting 4
Catalyst Miami Heal Cohort Presentation 6	CAA Executive Board Committee 7	Department of Transportation and Public Works Initiative Meeting 5 Conversations with Mayor Daniella Levine Cava # 2
Re-Entry Set-Aside Meeting with Florida Rights Restoration Coalition and Homeless Trust Meeting 11	MDEAT Housing Advocacy Committee 8	Miami- Dade County First Budget Meeting 2023 7
Greater Miami Housing Alliance: HOMY (Helping Our Miami-Dade Youth) 12	Greater Miami Housing Alliance: HOMY (Helping Our Miami-Dade Youth) 9	CAA Board Meeting 11
MDEAT Housing Advocacy Committee Meeting 13	CAA Board Meeting 14	Customer Journey: Improving Rental and Financial Assistance Workgroup Sessions 13 Greater Miami Housing Alliance: HOMY (Helping Our Miami-Dade Youth)
Head Start/ Early Head Start Annual Community Information Fair 14	2023 Office of Management and Budget Town Hall Meetings 16	Budget Conversations with Mayor Daniella Levine Cava # 3 14 Lincoln Fields Resource Coordination Call MDEAT Housing Advocacy Committee Meeting Fixum Strategic Affordable Housing Solutions Meeting Curley's House Site Visit
Session A: Youth Systems of Care Mapping Meeting 18	2023 Office of Management and Budget Town Hall Meeting (Arcola Lakes + Westchester) 17	Civic and Community Advocate Representatives Meeting 15
Groundbreaking Meridian Point at Gould's Station 19 Orange County Office of Tenant Services Meeting	2023 Office of Management and Budget Town Hall Meeting (Naranja + West Kendall) 18	Identifying Multifamily Rental Housing for Healthy Retrofits W/ Regulatory and Economic Resources 19 Department of Business and Professional Regulation, Training Meeting

Appendix 1

Exhibit A.1: OHA Activity July to September 2023		
July	August	September
20 Lincoln Fields Apartments Eviction Meeting	21 Budget Conversations: Housing and Transportation Meeting	20 Community Resource Fair; King Jesus Ministry Mayors Constituent Services Budget Meeting Coordination Call
27	23 Conversations With Cava Meeting	21 Miami Veteran Community Partnerships (VCP) Quarterly Meeting Miami-Dade County Final Budget Hearing 2023
28 Legal Services of Greater Miami Eviction Diversion Pilot Program Meeting	24 Women and Families and the Miami Dade County 2023-2024 Budget: A collaborative and Informative town Hall with Mayor Levine Cava	26 OHA & PHCD Public Housing Division – Monthly Meeting
	28 Florida Housing Coalition Conference	28 Lincoln Fields Resource Coordination Call Holy Comforter Senior Housing Resource Coordination Call
	29 Florida Housing Coalition Conference	29 FHC Webinar Coordination Between Housing Organizations and Emergency.
	30 Florida Housing Coalition Conference Miami Workers Center: Tenant Town Hall	

Appendix 1

Exhibit A.1: OHA Activity October to December 2023		
October	November	December
Meeting on Housing Assistance Resources - State Senator Shervin Jones 5	Meet & Greet with new CEO of Chapman Partnership 1	MDC Socioeconomic Empowerment and Advocacy Programs 5
Miami Homes For All - Raising Capital Committee Meeting 9 CAA Executive Board Meeting	Live Local Act Webinar: Serving People with the Lowest Incomes through the Live Local Act 2	District 8 Tenants Know Your Rights Discussion Meeting 11
Constituent Housing Assistance Meeting – State Senator Shervin Jones 10	Workplace Civility and Respect/Preventing Sexual Harassment 3	
FHC Training Low Barrier 16	Meet & Greet with Branches North Miami CAA Executive Board Committee 6	Housing Advocacy Committee Meeting MDEAT-HAC 14
Board of County Commissioners Meeting 19	Evacuate Building: Connect Wilshire Condominiums Residents to Resources 7 OHA Hotline Rebranding Update	OHA's Civic and Community Engagement Meeting Workshop 15
Coordinating Resources for Holy Comforter Senior Housing 20 Eviction Diversion Project Kickoff Meeting	GMHA: HOMY 8	27
NOAH Grant Program Informational Workshop 23	MDEAT Housing Advocacy Committee (HAC) Meeting 9 Evacuate Building: Connect Wilshire Condominiums Residents to Resources	
PQI Committee Meeting 24	Branches-North Miami & Housing Advocacy Collaboration 13 CAA Executive Committee	
Presentation at United Way Miami: Emergency Food and Shelter Program Local Board 25	Customer Journey: Improving Rental and Financial Assistance Workgroup Sessions 14	
RAD Education & Resident Engagement Training 26	Evacuate Building: Connect Wilshire Condominiums Residents to Resources 15	

Appendix 1

Exhibit A.1: OHA Activity October to December 2023		
October	November	December
27 Panel Discussion at St. Thomas University Symposium on Miami's Housing Crisis District 10: Tenants Know Your Rights and Legal Clinic	18	
31 Grand Opening – Martin Fine/Robert King High	21	

Exhibit B.1: OHA Activity January to March 2024		
January	February	March
8 Tour & Press Conference of Glorieta Gardens	3 Information Day Fair: The Charter Club on the Bay	2 District 2 - First Time Homebuyer Workshop
11 MDEAT Housing Advocacy Meeting	7 To Welcome Buena Vista Apartments	12 County Infrastructure, Operations and Innovations Committee Meeting
12 Press Conference with Mayor Levine Cava w/FEMA	8 MDEAT Housing Advocacy Meeting	14 MDEAT Housing Advocacy Committee Meeting
13 Razing Liberty Square Film Premiere	17 District 9 - Eviction Diversion: Tenants Know Your Rights & Legal Clinic	20 District 11 Mom & Pop Grant Informational Workshop (No Wrong Door Liaisons)
16 Meeting with US HUD Deputy Assistant Ethan Handelman	23 Buena Vista Apartments with Northside Police Department	21 CAHSD Community Resource Fair
24 Mayor's State of the Union Address	27 CAHSD Leadership and Culture Roundtable	22 District 12 - City of Doral Education and Tabling Event
25 Commissioner Cohen Higgins' State of District 8 Address		23 Community Second Chance Event
		24 People Matter Fest
		27 Liberty Square Razing County's Response
		28 Miami-Dade County Local Mitigation Strategy Quarterly Meeting
		29 Civic and Community Engagement Meeting. Topic: <i>Florida Justice Institute/Canvas Real Estate</i>
		30 Mind, Body Women's Wellness Day

Appendix 2

Exhibit B.1: OHA Activity April to June 2024		
April	May	June
District 7 - Eviction Diversion Tenants Know Your Rights & Legal Clinic 6	District 4 Office of Commissioner Micky Steinberg - Haulover Park 5	Freedom Fund Dinner Peace in the Streets Event 1
District 9 Senior Community Resource Fair 9	Collaborative Opportunity w/ Career Source 8	Office of Housing Advocacy & CSSF Meeting 4
MDEAT Housing Advocacy Meeting 11	Florida Justice Institute VIP Reception 15	HUD CNI Visit - People Presentation 6
Reentry and Outreach Breakfast 17	Commission Meeting Florida Technical College South Miami Meeting 16	Civic and Community Engagement Meeting Topic: Homelessness 17
Pathway to Opportunities Job Fair 23	Aides' BCC Agenda Briefing 17	
LSGMI Educational Event North Dade Regional Library 24	Be the Catalyst Summit 18	
The Housing Nexus Solutions that Address Both Housing Affordability and Climate Change 25	Glorieta Gardens Key Players 20	CAHSD World Elder Abuse Awareness Day 21
District 8 - Eviction Diversion Tenants Know Your Rights & Legal Clinic 27	BCC Eviction Diversion Pilot Program Glorieta Gardens Key Players 21	Homeownership Resources Fair GMSC Community Resource Fair 22
	Community Town Hall with Mayor Daniella Levine Cava 22	District 6 - Eviction Diversion Tenants Know Your Rights & Legal Clinic 29
	Team Leadership Project at Haulover Beach Park 24	
	Housing Advocacy Meeting with District 7 Commissioner to discuss Eviction Diversion event 31	

Appendix 2

Exhibit B.1: OHA Activity July – September 2024		
July	August	September
PRICE HUD Grant Discussion BCC Meeting	PHCD Homeownership Fair Meeting CAHSD 1:1 Office of the Mayor	BCC Meeting
PRICE Grant – Public Comment Meeting	Palm Lakes Mobile Home Resident Meeting	Miami-Dade County Budget Hearing - Meeting #1
Advocacy Meeting w/ Joined Management & LSGMI	Eviction Protection Grant Application Meeting	District 12 - Eviction Diversion Tenants Know Your Rights & Legal Clinic Hialeah Gardens
MDEAT Housing Advocacy Board Meeting	Miami Soar Mobile Home Community Meeting	CAA Full Board Meeting
Resources for Condo Owners	MDEAT Housing Advocacy Board Meeting	Housing Advocacy Resident Support Meeting with Lotus House
Meeting with Buena Vista Apartments Miami Soar Mobile Home Community Meeting	CAHSD Head Start/Early Start Annual Community Information Fair	Civic and Community Engagement Meeting Topic: "Reentry"
District 5 Tenant Know Your Rights Workshop Miami Beach	CAHSD + CSSF Partnership Discussion Meeting	Miami Soar Mobile Home Community Meeting
	CAHSD Monthly Leadership Meeting	Commission Meeting - 111 Building Commission Chambers Miami-Dade County Budget Hearing - Meeting #2
	King Jesus International Ministry Community Resource Fair	Sunny Isles Beach Resource Fair

Appendix 2

Exhibit B.1: OHA Activity July – September 2024		
July	August	September
HUD CNI Awards 19	Mayor's Townhall Meeting Westchester Regional Library 22	Eviction Diversion Model City Library Event Walk-through 27
MDC Eviction Diversion: Tenant Know Your Rights & Legal Clinic District 11, Kendale Lakes Branch Library with Commissioner 20	Comments and Appeal Resolutions - New FEMA Preliminary Flood Insurance Rate Maps Mayor's Townhall Meeting North Dade Regional Library 23	MDC Eviction Diversion: Tenant Know Your Rights & Legal Clinic District 3 Miami Lakes Library 28
Buena Vista (Lincoln Fields) Apartment Evictions 24	MDC Eviction Diversion: Tenant Know Your Rights & Legal Clinic District 7, Virrick Park Branch Library 24	
Workforce Housing Program Workshop 25	Mayor's Townhall Meeting West Kendall Regional Library 26	
Back to School Community Fair 27	Mayor's Townhall Meeting North Dade Regional Library 27	
LMS Plan Update Committee Meeting 30	Mayor's Townhall Meeting Arcola Lakes Senior Center Miami Soar Mobile Home Community Meeting 28	
Miami Soar Mobile Home Community Meeting 31	Mayor's Townhall Meeting Oak Grove Park 29	
	District 7 - Eviction Diversion Tenants Know Your Rights & Legal Clinic, Coral Gables Library 31	

Appendix 2

Exhibit B.1: OHA Activity October - December 2024		
October	November	December
1 Model City Library Walkthrough HUD Eviction Protection Grant Program Meeting	1 On-site Client Crisis Engagement	2 CAA Executive Committee Meeting
2 Domestic Violence Awareness event OHA's Housing Development Advocacy Group meeting Miami Soar Mobile Home Community Meeting	5 MDEAT Housing Advocacy	3 Goulds Choice Neighborhoods Governance Council
7 Step Up to Leadership event Homeownership Fair Logistics meeting	6 MDEAT Housing Advocacy Board Meeting BCC Meeting	4 Glorietta Gardens Key Player Stakeholders Meeting
9 Miami Soar Mobile Home Community Meeting	12 No Wrong Door Career and Resource Fair Oak Grove Park	5 United Way Miami Economic Mobility Council Housing Education Session
10 Meeting with Miami Homes for All	14 MDEAT Housing Advocacy Board Meeting Larchmont Park Public Meeting	9 Miami-Dade County Local Mitigation Strategy Quarterly Meeting CAA Board Meeting
17 Palm Avenue Condo Town Hall	19 MDEAT Housing Advocacy Board Meeting Palm Lake Mobile Home	10 Sweetwater Mob-Homes Residents Home Visit to Verti Garrett - Recording Video Message to the Mayor
21 Meeting with Camillus House Victim Services Practitioner Designation Training	20 Mayor's Installation Ceremony	11 Palm Plaza Groundbreaking

Appendix 2

Exhibit B.1: OHA Activity October - December 2024		
October	November	December
22 Home Ownership Fair Venue Walkthrough Victim Services Practitioner Designation Training	22 On-Site Crisis Engagement	12 MDEAT Housing Advocacy Board Meeting
23 Homeownership Fair Discussion with Sweet Plans Victim Services Practitioner Designation Training	23 No Wrong Door Community Resource Fair	13 Civic and Community Engagement Meeting Topic: Miami Dade County 101
24 The Housing Nexus: Housing and Community Engagement A Stakeholder Breakfast Series No Wrong Door Community Services Department Liaisons Victim Services Practitioner Designation Training	27 Lincoln Fields Apartments Microsoft Teams Meeting	17 BCC Meeting Mayor Signature Items
25 Victim Services Practitioner Designation Training		18 On Site Housing Conditions Client Visit
26 PHCD and OHA Homeownership Fair		20 OAIDSD 2024 Annual Holiday Party
29 Lake Luverne Neighborhood Watch Virtual Meeting Discipline 101 Workshop		
30 Legislative Agenda Item		
31 Live Local's Land Use Mandate for Affordable Housing Miami Soar Mobile Home Community Meeting Soar Park	28	

Report #2: Strategic Impact 6-Month Report: January – June 2025

This report summarizes the key activities, data-driven impact, and strategic priorities of the Community Services Department's (CSD) Office of Housing Advocacy and Resident Services (OHA) for the period of January 1, 2025, to June 30, 2025. During these six months, OHA was a critical first point of contact for County residents, processing 4,892 inquiries and providing direct assistance to address housing instability amidst a challenging landscape marked by the closure of the Emergency Rental Assistance Program (ERAP). Data analysis from this period reveals critical trends, with eviction-related services (773 cases) and homelessness support (129 requests in District 3 alone) concentrated in specific high-need areas. In response, OHA intensified its community engagement, hosting targeted "Tenants: Know Your Rights" workshops and maintaining a visible presence at key community events to connect directly with residents.

Furthering our goal of leveraging strategic partnerships, OHA leadership successfully positioned Miami-Dade County for consideration in the Right at Home initiative, a national pilot program that could secure up to \$10 million in private funding to address homelessness, demonstrating our proactive pursuit of scalable, externally funded solutions. To this end, OHA will participate in the upcoming Right at Home Fall site visit from October 7th through October 10th. Looking forward, OHA's strategic priorities will focus on leveraging technology, expanding evidence-based eviction prevention programs, deepening cross-sector collaborations, and securing new funding streams to build a more resilient and equitable housing ecosystem for all Miami-Dade County residents.

Highlighting its commitment to the WISE305 agenda of fostering innovation and efficiency, OHA initiated the OpenMiami Resource Navigator project in collaboration with Miami Tech Work, Miami Dade College and the County's Innovation and the Communications Information and Technology Department (CITD). This digital platform will streamline resident access to housing resources and enhance inter-departmental coordination

Activities Report

First Quarter Activities Summary (January – March 2025):

The first quarter of 2025 was defined by a strategic balance of direct resident service, proactive community education, and inter-departmental collaboration. OHA processed 2,420 inquiries with demand peaking in January (965 inquiries) before tapering off in March (682). A consistent 15–16% of these inquiries were related to eviction prevention, underscoring the continued instability. District 3 emerged as the most distressed area in the county, showing the highest count across services, especially in ERAP support, eviction support, homelessness services, signaling a concentrated need for legal and housing aid. Districts 1, 2 and 5 also showed elevated distress indicators, OHA strategically deployed "Know Your Rights" workshops in these districts.

The 311 hotline and direct email remained the dominant intake channels, but a notable increase in in-person assistance (especially in January) indicates growing public reliance on face-to-face support. The trend shows that early 2025 was marked by rising public engagement, high housing insecurity, and geographically concentrated housing distress demanding both legal interventions, via our partners Legal Services of Greater Miami, Inc. (LSGMI) and targeted service deployment.

Throughout the quarter, OHA deepened its role as a key informational resource, presenting at the Community Action Agency Board, participating in the Miami Dade Economic Advisory Trust (MDEAT) Housing Advocacy Board Meeting, and ensuring resident needs were represented in policy discussions at the Housing Nexus Forum and various legislative planning meetings. These engagements positioned OHA as a critical liaison between residents and County agencies.

Second Quarter Activities Summary (April – June 2025):

In the second quarter, OHA processed 2,472 inquiries, slightly higher than the first quarter, indicating sustained public demand. In April, eviction-related inquiries peaked at 20.81% of the 764 total inquiries received that month, likely driven by uncertainty surrounding ERAP's imminent closure. OHA responded by increasing its visible presence by co-hosting Tenant Know Your Rights events and participating in multiple "Conversations with Cava" meetings related to budget.

In May and June, while total inquiries remained high (873 and 835, respectively), the percentage of eviction-related concerns dropped to 12.83% and 14.85%. In-person visits surged in May, reflecting a need for personalized guidance during policy transitions. In June, following the formal end of ERAP, OHA focused on ensuring a seamless transition by strengthening referral pathways and supporting tenants through HUD's Rental Assistance Demonstration (RAD) program meetings in West Homestead and Gibson Plaza.

Also, in May, a landmark achievement occurred OHA's OpenMiami Resource Navigator proposal was selected for EPIC (Employer-Provided Innovation Challenges), sponsored by the U.S. Chamber of Commerce Foundation. The project evolved into a Capstone partnership with Miami Dade College, Miami Tech Works and the County's Innovation & Technology Department (ITD). This two-phase initiative, a GIS map and digital resource guide, advances coordinated care and service efficiency through scalable, cross-sector innovation.

Recommendations and Strategic Priorities (July – December 2025)

Deepen Strategic Partnerships to Expand Resources & Impact:

OHA will work to mitigate budget constraints by leveraging external funding, in-kind support, and cross-sector expertise. The success of past collaborations proves that partnerships are a powerful tool for sustainable growth. The office identified and introduced the Right at Home pilot opportunity to Miami-Dade County, which The Homeless Trust will now pursue to secure up to \$10 million in private investment for homelessness prevention. OHA will

provide advocacy support for this project. Further, OHA will continue to work on data-sharing with Legal Services of Greater Miami to better track outcomes of the Eviction Diversion Program.

Advance Data-Driven Service Delivery Through Strategic Technology Partnerships:

To promote efficient and equitable access to services, the OHA recommends continued support for the OpenMiami Resource Navigator, an initiative originally proposed by OHA, which could be developed through a cross-sector partnership with CITD, Miami Tech Works, and Miami Dade College. Ideally the tool could include a GIS-based map and digital guide with a referral tracker designed to connect residents to a wide range of essential supports, from housing and legal aid to shelters access and beyond. While technical development is led by partner agencies, OHA could offer expertise and community insight to ensure the tool aligns with operational needs and real-world conditions. By expanding self-navigation and easing pressure on frontline staff, the Resource Navigator supports a scalable, user-centered approach to coordinated housing services.

Scale Proactive Community Engagement & Prevention Programs:

It is recommended to increase funding and support for programs that prevent residents from reaching a crisis point. Eviction prevention remains the most cost-effective strategy, and sustained demand requires a coordinated, scaled response. OHA will expand its "Know Your Rights" training series to additional high-need areas in partnership with Community Services Department (CSD) and Legal Services of Greater Miami (LSGMI). This initiative will combine legal education with direct referrals. Coordination with LSGMI through the Eviction Diversion Program will also be strengthened, with a focus on data-sharing and follow-up. Together, these efforts aim to improve early intervention, streamline access to legal and housing resources, and reduce long-term pressure on emergency systems.

Conclusion

In the first six months of 2025, the Office of Housing Advocacy and Resident Services (OHA) demonstrated its indispensability as a cornerstone of Miami-Dade County's housing safety net. By combining direct resident support with strategic, data-informed planning, OHA has effectively navigated a period of significant transition. Moving forward, OHA is poised to amplify its impact. By embracing technological innovation, cultivating high-impact partnerships, and scaling proven prevention strategies, we will not only respond to crises but actively build a more stable and equitable housing future. Our commitment to the residents of Miami-Dade County is unwavering, and we will continue to meet their needs with resilience, compassion, and a forward-thinking vision.

Attachments:

- Exhibit H and I (Part 1,2,3) – OHA Data and Analysis for January – June
- 2025 Attachment 3 – OHA Activity Calendar for January – June 2025

Exhibit H

COMPARATIVE ANALYSIS OF OHA ACTIVITIES JANUARY TO JUNE 2025

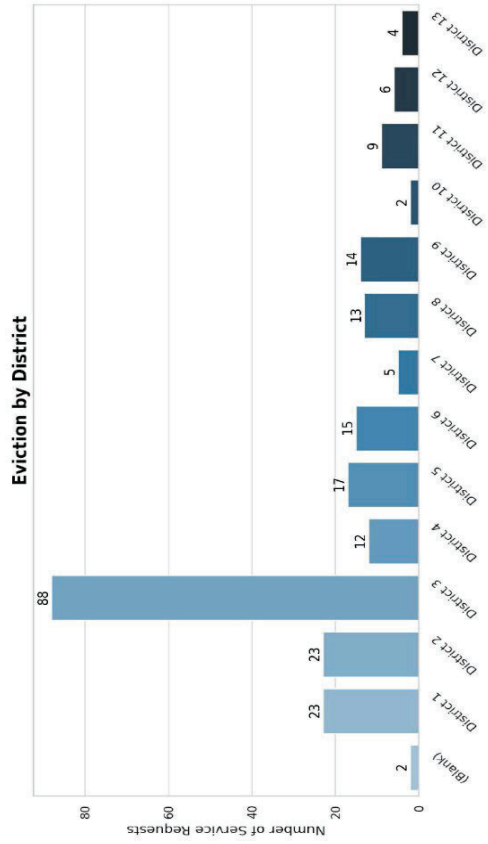
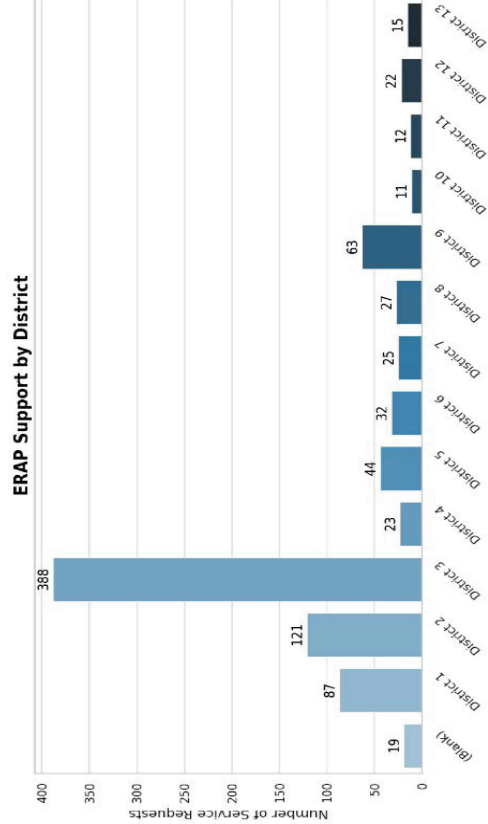
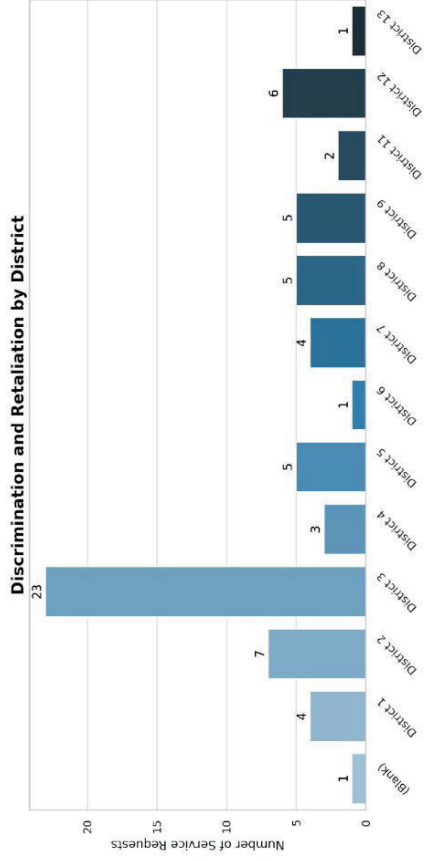
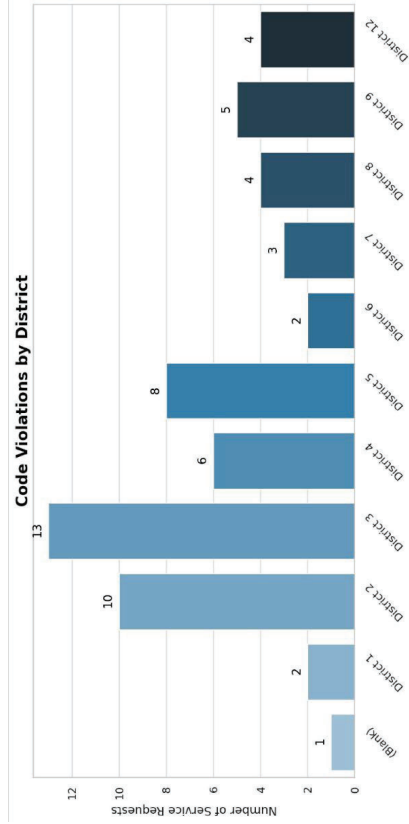
OHA Activities January 1, 2025 – June 30, 2025								
OHA Activity Month	Total # of Inquiries Received	Hotline (via 311 Call Center)	Direct Email	In-person, Walk-in Visits	Direct Portal Application	Other (elected officials, other agencies, etc.)	Eviction Prevention Related	%*
January, 2025	965	221	406	158	103	77	146	15.13%
February, 2025	773	184	377	112	63	37	123	15.91%
March, 2025	682	107	342	133	67	33	109	15.98%
April, 2025	764	125	333	206	62	38	159	20.81%
May, 2025	873	29	388	327	94	35	112	12.83%
June, 2025	835	41	398	214	134	48	124	14.85%
Totals	4,892	707	2,244	1,150	523	268	773	15.80%
*This shows the percentage of total inquiries each month that were related to eviction prevention. Inquiries include calls, emails, walk-ins, portal submissions, and others.								

Exhibit I

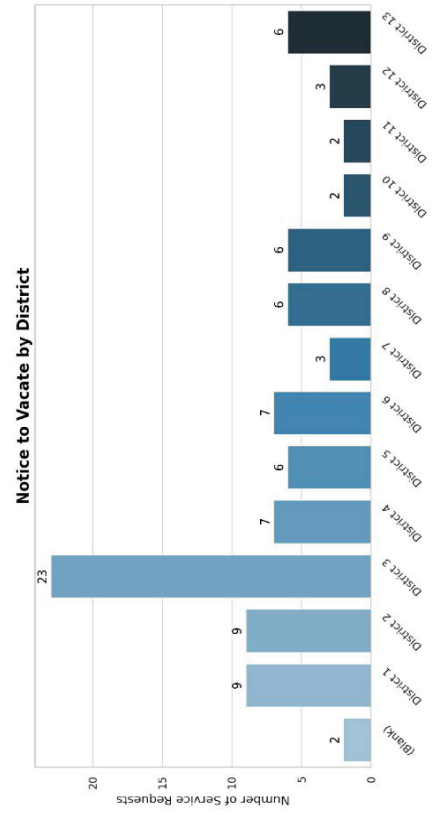
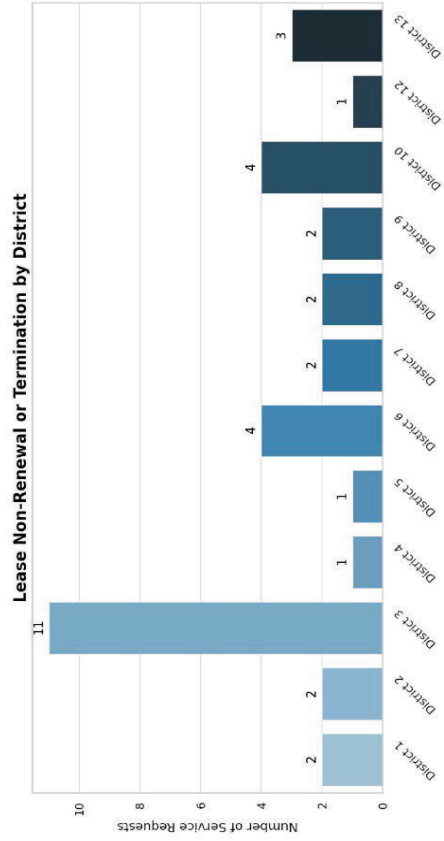
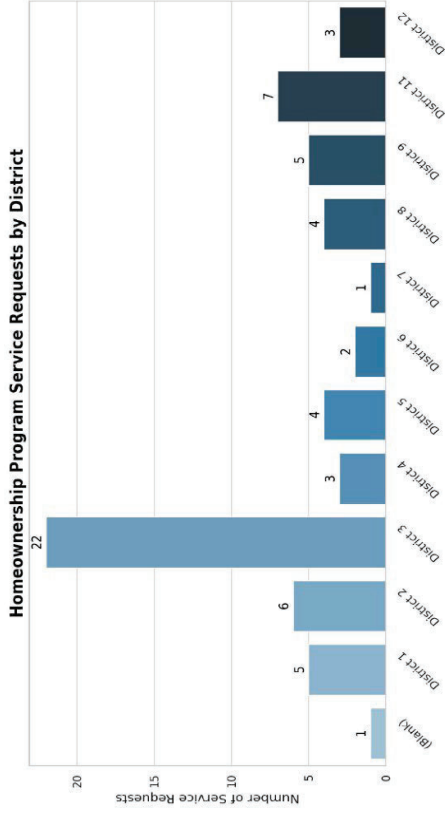
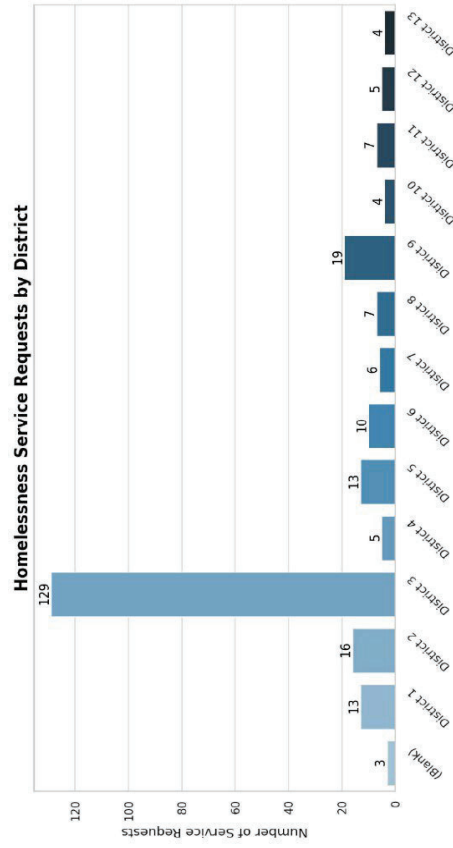
OHA Issue Distribution January 1, 2025 – June 30, 2025

(Part 1)

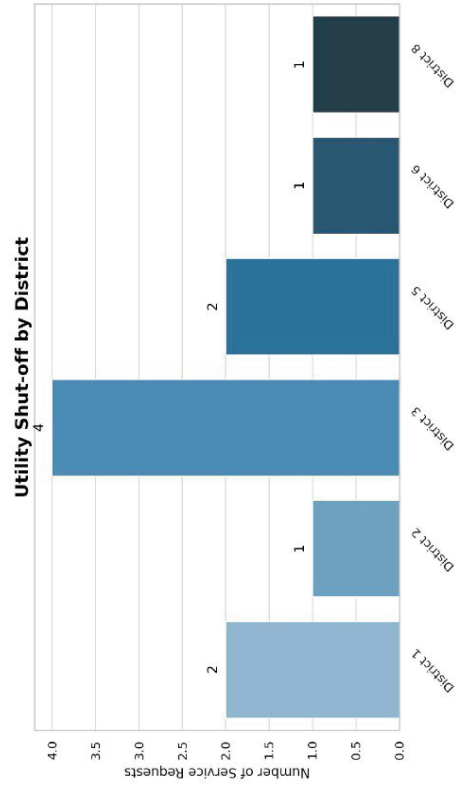
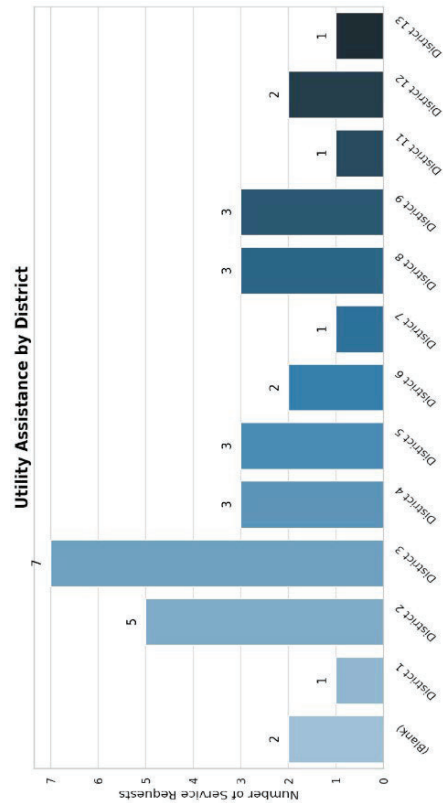
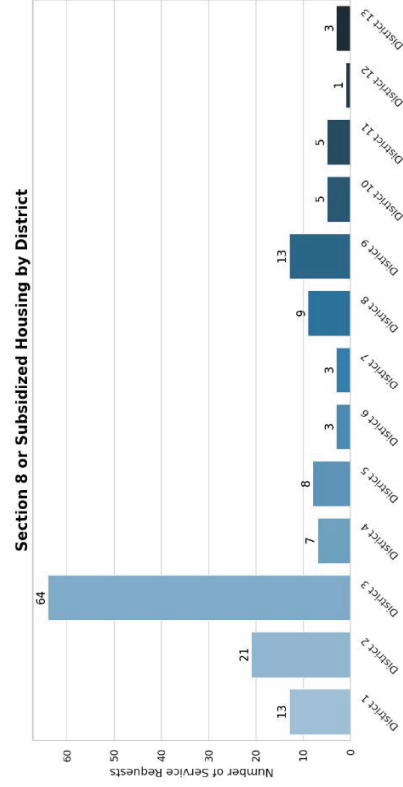
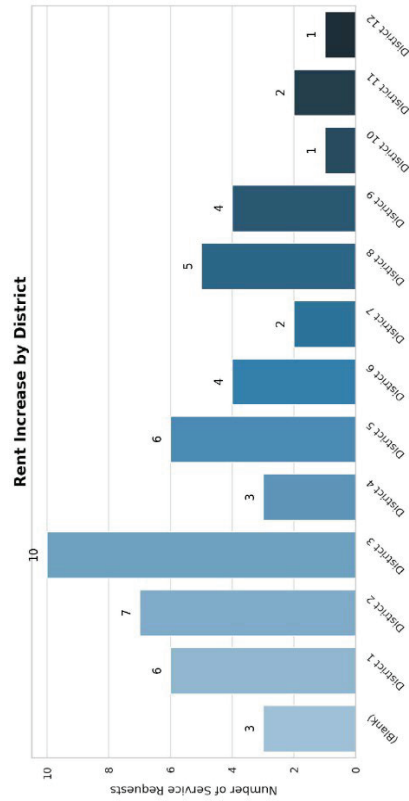
This three-part chart illustrates the distribution of housing-related issues reported to OHA across Miami-Dade County Commission Districts from January 1 to June 30, 2025. Each issue—ranging from evictions and ERAP support to code violations and utility shut-offs—is broken down by district to highlight geographic trends and concentrations.



This three-part chart illustrates the distribution of housing-related issues reported to OHA across Miami-Dade County Commission Districts from January 1 to June 30, 2025. Each issue—ranging from evictions from evictions and ERAP support to code violations and utility shut-offs—is broken down by district to highlight geographic trends and concentrations.



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OHA ACTIVITY JANUARY – JUNE 2025		
January	February	March
6 Leadership Team Meeting Community Action Agency Board Meeting	3 Community Action Agency Board Meeting	3 Modern Towers Tour Community Action Agency Board Meeting
9 Ribbon Cutting - Meridian Point at Goulds Station MDEAT Housing Advocacy Board Meeting	4 Advocacy Meeting w/Joined Management (& Attorney) & LSGMI	4 Strategic Planning: Moss Center Homeownership Fair Walkthrough W/ CAHSD
11 OHA Winter Housing and Eviction Clinic	8 District 3 Eviction Diversion Know Your Rights Training	11 Housing Advocacy Support at BCC Meeting
15 Court Navigator Site Visit at Joseph Caleb Center	13 MDEAT Housing Advocacy Board Meeting	12 Strategic Planning: Betty T. Ferguson Homeownership Fair Site Visit Strategic Planning: North Dade Regional Homeownership Fair Walkthrough
24 No Wrong Door Community Services Department Liaisons Meeting	25 4th Infraday Florida – Panel Discussion “Shaping the Future of Infrastructure thru Innovation and Collaboration”	13 MDEAT Housing Advocacy Board Meeting
	26 Housing Nexus - Miami Homes For All HOA and Condo-Related Solutions 2025	14 Civic and Community Engagement Meeting: “Affordable Housing”
		15 District 2 Eviction Diversion Know Your Rights Training

Attachment 3

January	February	March
		MDEAT Housing Advocacy Board Meeting 20
		District 1 Eviction Diversion Know Your Rights Training 29
		Advocacy: Roofing Permits Buena Vista Apartments Meeting 31

Attachment 3

OHA ACTIVITY JANUARY – JUNE 2025		
April	May	June
4 Grant Agreement Discussion MDC & LSGMI	2 Team Leadership Project East Greynolds Park	2 Community Action Agency Board Meeting Lemon City & Gwen Cherry 07 RAD Resident Meeting
7 Community Action Agency Board Meeting	3 District 5 Eviction Diversion Know Your Rights Training	3 W. Homestead Gardens & Homestead Village RAD Resident Meeting
12 District 6 Eviction Diversion Know Your Rights Training National Association of Real Estate Brokers Community Wealth Building Day	5 Community Action Agency Board Meeting Arcola Lakes Branch Library Civic Engagement Class	4 Lemon City & Gwen Cherry 07 RAD Resident Meeting
16 Steering Committee Kickoff Meeting MLK Station Choice Neighborhood Initiative	6 North Dade Regional Library Civic Engagement Training	5 W. Homestead Gardens & Homestead Village RAD Resident Meeting (Virtual)
18 Senior Health and Wellness Resource Fair	7 ADA Training Disability Sensitivity and Extreme Heat Safety Conversation	6 Clerk of Courts Meeting - Eviction Summons and Resources
21 Arcola Lakes Branch Library Civic Engagement Training	8 MDEAT Housing Advocacy Board Meeting Main Library Civil Engagement Class	9 Community Action Agency Board Meeting

Attachment 3

April	May	June
22 Westchester Regional Library Civic Engagement Training	12 Highly Effective Teams Training	10 OHA's Team Building Day Part 1 & Part 2
24 Goulds Governance Council Meeting Main Library Civil Engagement Training	13 Housing Advocacy Legislative Support at BCC Meeting North Dade Regional Library Civic Engagement Training	11 Evictions Group Meeting: Lt. Flavio, Leonie Hermantin, Julio, S8 Waitlist, Sharon Frazier, Sharee Simmons ERAP, Sean Rowely LSGMI, DM, HR Stirrup Plaza Resident & Community Meeting
26 District 4 Eviction Diversion Know Your Rights Training	14 ADA Training Budget Conversations with Cava- Barry University	12 HCD Developer's Roundtable Meeting Gibson Plaza Resident & Community Meeting
28 Affordable Housing Advisory Board (AHAB) Meeting	15 Legislative Briefing at SPCC Resident & Community Meeting: Victory Homes, Newberg, New Haven Gardens	13 Civic and Community Engagement Meeting: "The Key to Free Civil Legal Services" ADA Training
	16 Budget Conversations with Cava- Main Library	16 OHA Team Building Day at Crandon Park
	17 Budget Conversations with Cava- North Dade Regional Library	21 District 8 Eviction Diversion Know Your Rights Training
	19 Arcola Lakes Branch Library Civic Engagement Training Budget Conversations with Cava- South Dade Regional Library	28 Homestead Homeownership Fair

Attachment 3

April	May	June
	20 Vision Board Training Hosted by OHA Kline Nunn Resident Meeting	
	21 Property Tax Policy for Affordable Housing Meeting Community Meeting with Richmond Heights Citizens	
	22 Main Library Civil Engagement Training	
	31 District 7 Eviction Diversion Know Your Rights Training	

Report #3: Strategic Impact 6-Month Report July – December 2025

This report summarizes the key activities, data-driven impact, and strategic priorities of the Office of Advocacy and Resident Services (OHA) for the period of July 1, 2025, to December 31, 2025. The second half of calendar year 2025 represented a period of heightened housing demand, organizational transition, and strategic alignment for the OHA. Between July and December 2025, OHA managed more than 7,100 resident inquiries, with eviction-prevention-related matters accounting for nearly one-fifth of total demand.

During this reporting period, the OHA expanded its public-facing engagement while strengthening internal systems that support residents navigating housing instability. OHA staff attended 19 community outreach events, co-hosted 41 housing and resident assistance workshops, and participated in 22 activities focused on strengthening community relations and partnerships, ensuring consistent engagement across the community. From late July through August, OHA supported Public Budget Town Halls organized by the Office of the Mayor under the “Conversations with Cava” initiative, addressing housing-related concerns raised by residents and facilitating appropriate referrals. OHA also coordinated Eviction Diversion “Know Your Rights” trainings across five Commission Districts, participated in homeownership and civic engagement events, and initiated formal compliance oversight of the Legal Services of Greater Miami, Inc. (LSGMI) agreement under the Eviction Diversion Program.

The latter part of the year was marked by significant structural and strategic advancements that strengthened OHA’s role within the County’s housing ecosystem. In October, OHA transitioned into the Housing and Community Development Department, with the Resident Services Unit integrated under OHA reporting structure, improving alignment among resident-facing housing programs. OHA was also introduced to the Little River Redevelopment Project, where it will support resident relocation efforts in coordination with the Swerdlow Group.

Through OHA’s leadership and deliberate interdepartmental coordination, Miami-Dade County successfully positioned itself for selection into the Right at Home pilot program, resulting in the award of \$7.5 million to strengthen the County’s homelessness prevention and response infrastructure.

Activities Report

Third Quarter Activities Summary (July – September 2025):

The third quarter of 2025 was defined by escalating resident demand, increased eviction risk, and a widening geographic distribution of housing instability across Miami-Dade County. OHA processed 3,172 inquiries, with demand rising steadily from July (587 inquiries) through August (856 inquiries) before peaking sharply in September (1,729 inquiries). Nearly 20 percent of these inquiries were related to eviction prevention, reflecting growing pressure from rent increases, lease non-renewals, and notices to vacate, and underscoring a heightened level of housing insecurity compared to earlier in the year.

District 3 emerged as the most impacted area countywide, registering the highest volume across multiple service categories, including Emergency Rental Assistance Program (ERAP) support, eviction assistance, homelessness service requests, and Section 8 or subsidized housing concerns, signaling a concentrated need for stabilization and legal intervention. Districts 2, 5, and 9 also demonstrated elevated indicators across eviction-related and affordability-driven categories, confirming that housing instability during the third quarter was widespread rather than localized. In response to these conditions, OHA continued to prioritize outreach, education, and referral efforts in districts exhibiting the highest levels of need.

The direct application portal became the dominant intake channel during the quarter, surpassing the traditional 311 hotline and direct email. This shift reflects increasing resident reliance on digital access points and suggests a growing urgency among households seeking immediate assistance. The sustained use of email and phone-based inquiries indicates continued demand for staff-supported engagement, particularly for cases involving eviction or homelessness risk. The data reflects a quarter marked by rising public engagement, elevated housing instability, and broadly distributed distress requiring coordinated eviction prevention strategies, legal partnerships, and targeted service deployment through OHA and its partners, including LSGMI.

Fourth Quarter Activities Summary (October – December 2025):

The fourth quarter of 2025 sustained the elevated demand observed in late summer and early fall, confirming that housing instability remained a persistent challenge. OHA processed approximately 3,929 inquiries during this period, with activity peaking in October (1,764 inquiries) before gradually declining in November (1,258 inquiries) and December (907 inquiries). Although overall volume tapered toward year-end of the year, inquiry levels remained significantly higher than those recorded earlier in the year, indicating sustained pressure on renter households.

Eviction-prevention-related inquiries continued to represent a substantial portion of fourth-quarter demand, accounting for approximately 18 percent of all contacts. While the proportional share declined slightly compared to the third quarter, the absolute number of eviction-related cases remained high, particularly in October. Notably, eviction-prevention inquiries increased again in December, suggesting that households facing unresolved arrears or lease actions experienced renewed risk as the year closed.

District-level analysis confirms the continuation of patterns observed earlier in the year. Districts 3, 2, 5, and 9 continued to show elevated levels of eviction and affordability-related inquiries, with District 2 also exhibiting higher-than-average utility-related concerns, a common precursor to broader housing instability.

Taken together, fourth quarter data confirms that housing instability persisted at elevated levels. The sustained volume of resident distress and continued demand for eviction-prevention services demonstrate the necessity of sustained funding, continuing eviction diversion programs, and strong service partnerships to preserve housing stability countywide.

Recommendations and Strategic Priorities (July – December 2025)

Stabilize Resident-Facing Operations and Service Coordination:

OHA recommends continued emphasis on strategic partnerships as a means to mitigate budget constraints through external funding, in-kind resources, and expertise from partner organizations, building on the success of past collaborations. During this reporting period, OHA identified and advanced the Right at Home pilot opportunity to Miami-Dade County, which is now being pursued by The

Homeless Trust to potentially secure up to \$7.5 million in private funding for homelessness prevention, with OHA providing ongoing advocacy and coordination support as appropriate. In addition, OHA recommends continued coordination with LSGMI to strengthen data-sharing practices and improve outcome tracking for the Eviction Diversion Program.

Advance Prevention-Focused Strategies to Reduce Housing Instability:

OHA recommends continued emphasis on prevention-focused strategies that support household stability before they reach crisis. This approach includes maintaining support for eviction diversion efforts, legal navigation, and resident education initiatives, as well as continued coordination with Resident Services to address subsidized housing transitions and resident relocation needs. By reinforcing early intervention and prevention, these strategies are intended to help reduce reliance on emergency responses and limit downstream impacts on the homelessness system.

Strengthen Data-Driven Integration and Cross-Departmental Alignment:

OHA recommends continued exploration of technology improvements and initiatives launched in 2025, with an emphasis in early 2026 on usability and alignment with operational needs across

Housing Advocacy and Resident Services. In parallel, OHA recommends maintaining and strengthening partnerships and interdepartmental coordination to support countywide initiatives, including homelessness prevention and resident stabilization efforts. Collectively, these efforts are intended to enhance decision-making, improve service efficiency, and support measurable outcomes consistent with the Board's housing and equity priorities.

Conclusion

The second half of 2025 marked a defining period for the OHA, characterized by sustained resident demand, increasing housing instability, and a significant organizational realignment. Throughout this period, OHA responded to more than 7,100 resident inquiries, with eviction prevention and affordability pressures remaining persistent across multiple Commission Districts. These trends reaffirm the continued need of a centralized, data-driven office capable of coordinating housing advocacy, legal navigation, and stabilization efforts in a challenging post-ERAP environment.

Equally important, the Department moved from Community Action and Human Services to Housing and Community Development and brought Resident Services under OHA's reporting

structure. This realignment formalized a more holistic, resident-centered model that extends beyond housing advocacy alone to encompass resident stability, relocation support, and coordinated service delivery. As OHA enters 2026, it does so as a more fully integrated department, positioned to align prevention, advocacy, and resident services into a unified approach that supports long-term housing stability, advances Countywide priorities, and strengthens housing outcomes for residents of Miami-Dade County.

Attachments:

- Exhibit J Comparative Analysis of OHA Activities July to December 2025
- Exhibit K (Part 1,2,3) – OHA Issue Distribution July 1 - December 31,2025
- Attachment 4 – OHA Activity Calendar July – Sept 2025
- Attachment 5 – OHA Activity Calendar Oct – Dec 2025

Exhibit J

COMPARATIVE ANALYSIS OF OHA ACTIVITIES JULY TO DECEMBER 2025

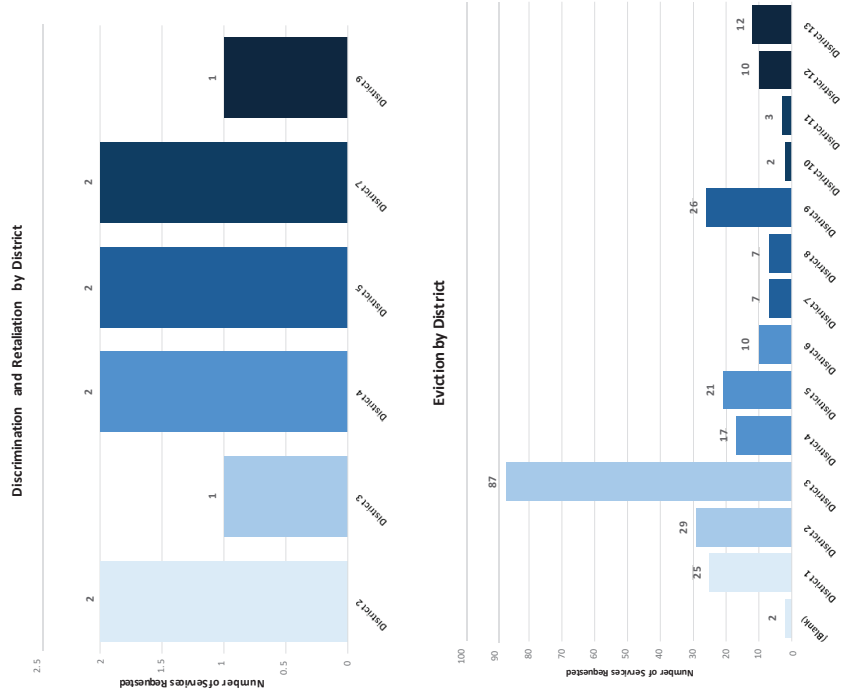
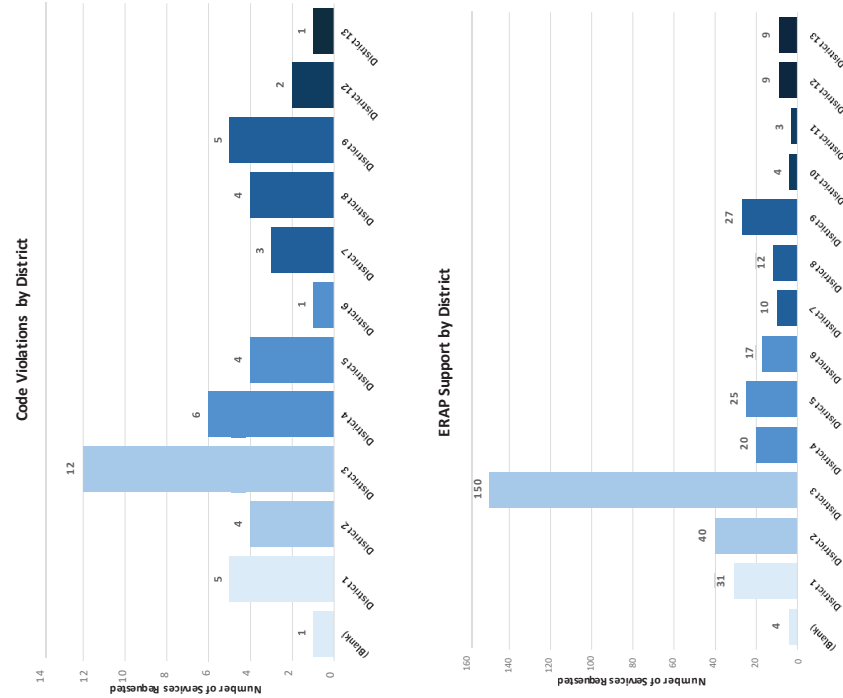
OHA Activities July 1, 2025 – December 31, 2025								
OHA Activity Month	Total # of Inquiries Received	Hotline (via 311 Call Center)	Direct Email	In-person, Walk-in Visits	Direct Portal Application	Other (elected officials, other agencies, etc.)	Eviction Prevention Related	%*
July, 2025	587	172	254	84	69	8	144	24.53%
August, 2025	856	178	476	47	143	12	161	18.81%
September, 2025	1729	226	373	64	1056	10	321	18.57%
October, 2025	1764	208	226	50	1274	6	309	17.52%
November, 2025	1258	156	237	22	840	3	214	17.01%
December, 2025	907	144	158	32	570	3	185	20.40%
Totals	7,101	1,084	1,724	299	3,952	42	1,334	18.79%
*This shows the percentage of total inquiries each month that were related to eviction prevention. Inquiries include calls, emails, walk-ins, portal submissions, and others.								

Exhibit K

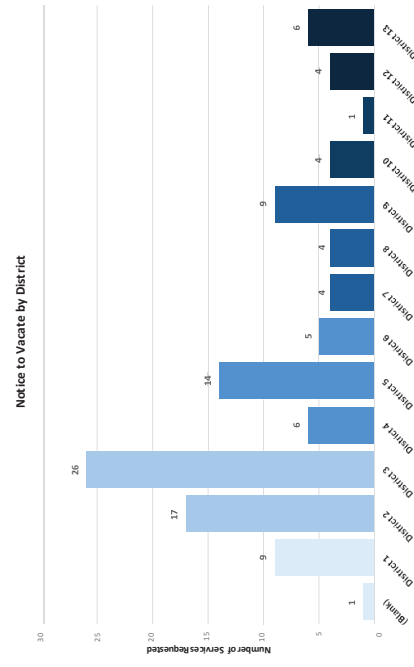
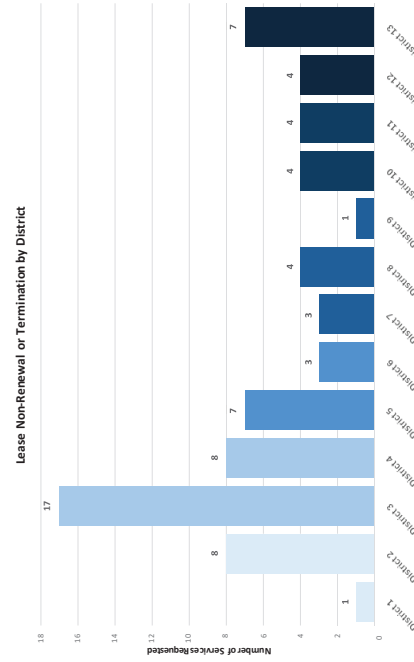
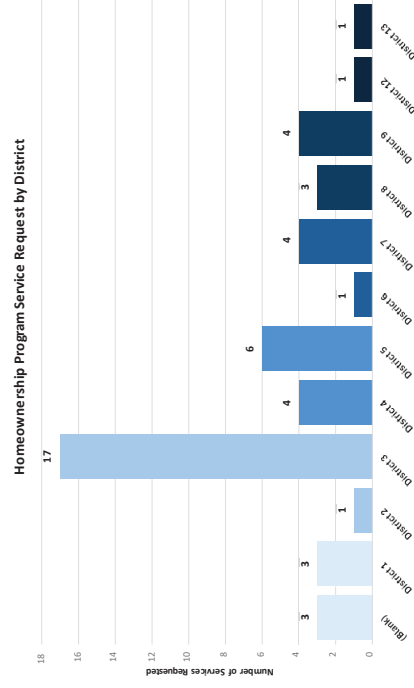
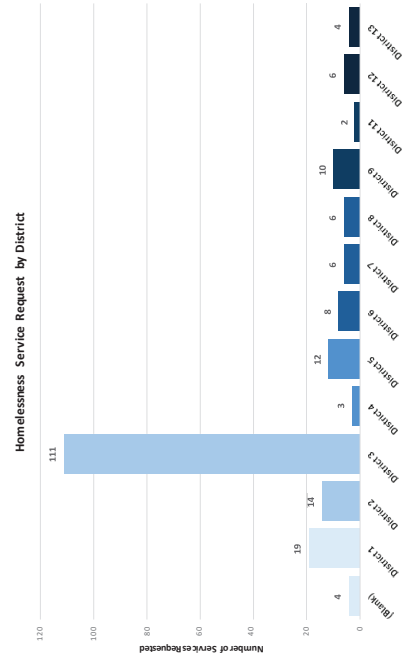
OHA Issue Distribution July 1, 2025 – December 31, 2025

(Part 1)

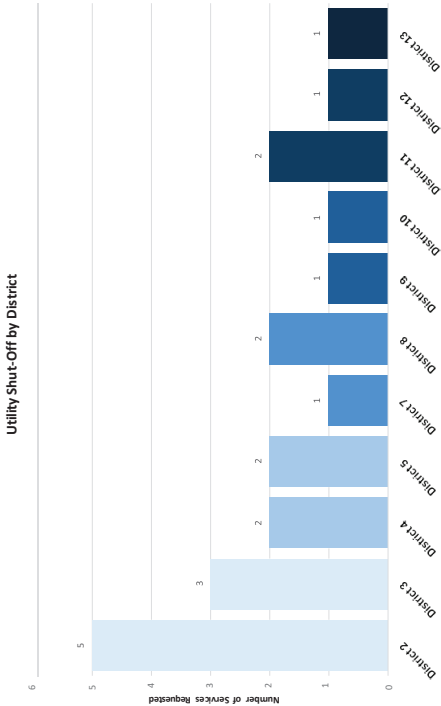
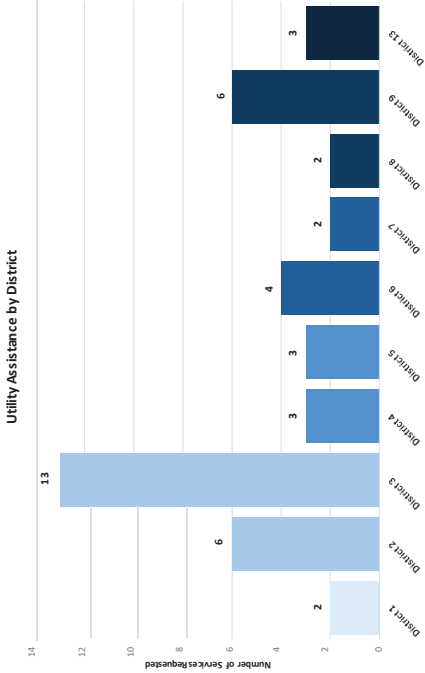
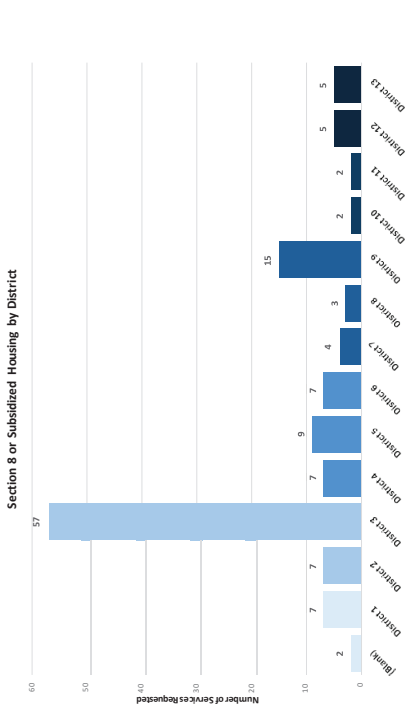
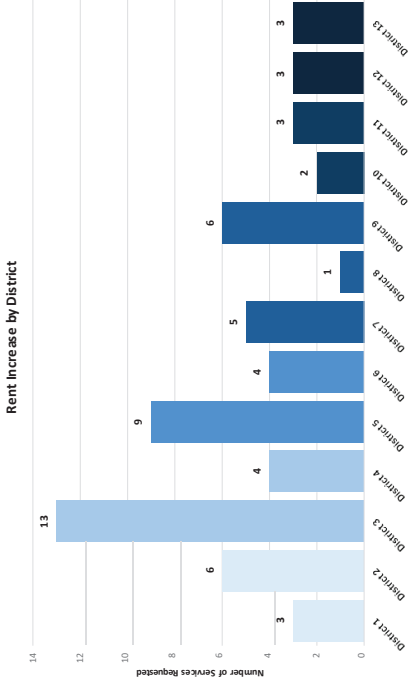
This two-part chart illustrates the distribution of housing-related issues reported to OHA across Miami-Dade County Commission Districts from July 1 to December 31, 2025. Each issue—ranging from evictions to code violations and utility shut-offs—is broken down by district to highlight geographic trends and concentrations.



This two-part chart illustrates the distribution of housing-related issues reported to OHA across Miami-Dade County Commission Districts from July 1 to December 31, 2025. Each issue—ranging from evictions and ERAP support to code violations and utility shut-offs—is broken down by district to highlight geographic trends and concentrations.



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Attachment 4
OHA ACTIVITY CALENDAR
July 2025 to September 2025

OHA ACTIVITY JULY – SEPTEMBER 2025		
July	August	September
8 Housing Advocacy Support at BCC Meeting	2 District 13 Eviction Diversion Know Your Rights Training FY 2025-2026 Miami-Dade County Proposed Budget Public Town Hall North Dade Regional library	3 Housing Advocacy Support at BCC Meeting
10 Miami-Dade Economic Advisory Trust Housing Advocacy Board Meeting	4 FY 2025-2026 Miami-Dade County Proposed Budget Public Town Hall Westchester Regional Library	4 Community Resource Budget Hearing
18 Annual Housing and Social Services Community Fair	5 FY 2025-2026 Miami-Dade County Proposed Budget Public Town Hall Arcola Lakes Senior Center 2025-2026 Project UP-START Program Annual Shelter and Community Partner Training Session	6 District 11 Eviction Diversion Know Your Rights Training
19 District 9 Eviction Diversion Know Your Rights Training	6 FY 2025-2026 Miami-Dade County Proposed Budget Public Town Hall Dennis Moss Center	9 Housing Advocacy Support at BCC Meeting
23 Budget Affinity Townhall - Mental Health, Disabilities and Older Adults	7 FY 2025-2026 Miami-Dade County Proposed Budget Public Town Hall Oak Grove Park	10 RentConnect Roundtable
24 Budget Affinity Townhall - Philanthropic	8 Office of Housing Advocacy (OHA) Team Building Leadership Project at Soar Park	11 Miami-Dade Economic Advisory Trust Housing Advocacy Board Meeting West Grove Resident Meeting
26 Achieve Your Dreams Homeownership Fair	10 Back To Scholl Bash King Jesus International Ministry - Community Resource Fair	12 Civic and Community Engagement Meeting

Attachment 4
OHA ACTIVITY CALENDAR
July 2025 to September 2025

OHA ACTIVITY JULY – SEPTEMBER 2025		
July	August	September
29 Eviction Diversion Training for Community action and Human Services Department (CAHSD)	14 Miami-Dade Economic Advisory Trust Housing Advocacy Board Meeting	18 Community Resource Table at Budget Hearing 2nd Budget Hearing
31 FY 2025-2026 Miami-Dade County Proposed Budget Public Town Hall Main Library	15 Hope In the Gardens Hotel/Motel Property Tours	23 West Grove Resident Meeting (Virtual)
	16 District 10 Eviction Diversion Know Your Rights Training	27 2025 Community Wellness Fair District 12 Eviction Diversion Know Your Rights Training
	20 Housing Advocacy Support at BCC Meeting	
	25 Navigation Follow-Up with Homeless Trust	

Attachment 5
OHA ACTIVITY CALENDAR
October 2025 to December 2025

OHA ACTIVITY OCTOBER – DECEMBER 2025		
October	November	December
1 Miami Soar Mobile Home Community Meeting	3 Gang Violence Prevention Initiative Meeting	1 Little River Redevelopment Project. Resident's Needs Assessments Gang Violence Prevention Initiative Meeting
8 Housing Advocacy Support at BCC Meeting Miami Soar Mobile Home Community Meeting	4 FSF Food Box Distribution (Edison Plaza)	2 Little River Redevelopment Project. Resident's Needs Assessments Housing Advocacy Support at BCC Meeting FSF Food Box Distribution (Edison Plaza) Atlantic Pacific Companies Apprenticeship Program
14 BCC Policy Council Meeting	5 Little River Redevelopment Project. Resident's Needs Assessments Resident Services Meeting Vendor Meeting on Resident Council Board Training Logistics (Edison Plaza)	3 Regular BCC Little River Redevelopment Project. Resident's Needs Assessments Housing community Development Special Economic Development Program, Applicant Workshop Jobs Plus Grant Discussion with Atlantic Pacific Companies
15 Housing Advocacy Support at BCC Meeting	6 M-DCPS OOEOAA Meeting Violence Prevention and Intervention Division - Office of Housing Advocacy Meeting	

Attachment 5
OHA ACTIVITY CALENDAR
October 2025 to December 2025

OHA ACTIVITY OCTOBER – DECEMBER 2025		
October	November	December
16 Ethical Governance Day: Guest Speaker at Miami Carol City Sr. School Explore Potential Partnership with Miami-Dade County Jobs Plus Grant Application with USHUD Targeted Housing Solutions Discussion	10 Gang Violence Prevention Initiative Meeting	
20 Leading Beyond Title Training Jobs Plus Program Survey	12 Housing Advocacy Support at BCC Meeting Virtual Homeownership Fair	
22 Domestic Violence Awareness Summit	14 Shoe Donation Pickup/Sort/Prep Royal Pointe Apartments Grand Opening Cornerstone	
23 First Program Coordinating Committee (PCC) Meeting	17 Distributing Resident Council Documents to Members Gang Violence Prevention Initiative Meeting	
28 Review Clerk of Courts' Proposed Revised for the Eviction Summons to Tenants	18 Food Box Distribution (Palm Court/Tower) Family Day Event Hosted by Opportunities Industrialization Centers of South Florida - Lead by Tenant Rights Team	
29 Little River Project Interviews with PH residents- Relocation	19 Distribution of Shoe/Socks Donations (New Haven Gardens)	

Attachment 5
OHA ACTIVITY CALENDAR
October 2025 to December 2025

OHA ACTIVITY OCTOBER – DECEMBER 2025		
October	November	December
	19 Turkey Give Away with The Related Group Jobs Plus Grant-Follow-Up Meeting	
31 Meet & Greet - Housing Advocacy and Housing	20 HCD Thanksgiving Luncheon	
	21 Resident Council Board Members Training (Claude Pepper)	
	24 Gang Violence Prevention Initiative Meeting	
	25 GMHA Tenant and Resident protection	