



Board of Commissioners Regular Meeting
 Tuesday January 14, 2025, at 12 pm
 County Housing Headquarters
 8865 Natural Bridge Rd.
 St. Louis, MO 63121

AGENDA

Item	Individual	Action
1. Call to Order	Chair	Informational
2. Roll Call	Terri Acoff-States	Informational
3. Approval of Minutes	Chair	Motion, 2 nd , Vote
4. Public Comments	Chair	Informational
5. Executive Director’s Report	Shannon Koenig	Informational
6. Reports of Officers and Employees		
A. Financial Reports for period ending October 31, 2024	Carolyn Riddle	Motion, 2 nd , Vote
B. County Housing Public Housing Write Off’s, Resolution No. 1443	Carolyn Riddle	Motion, 2 nd , Vote
C. Public Housing Program Performance	Kawanna Tate	Informational
D. Housing Choice Voucher Program Updates	Nicole Alexander	Informational
E. Real Estate Development Updates	Kurt Schulte	Informational
7. Unfinished Business	Chair	Informational
8. New Business	Chair	Informational
9. Executive Session	Chair	Motion, 2 nd , Vote
<p>Subject to an affirmative vote of the Board of Commissioners, an Executive Session may be held to discuss personnel issues, real estate, or litigation matters pursuant to RSMo Sections 610.021 to 610.022.</p>		
10. Announcements Next Meeting March 11, 2025	Chair	Informational
11. Adjournment	Chair	Motion, 2 nd , Vote

**COUNTY HOUSING
BOARD OF COMMISSIONERS REGULAR MEETING
TUESDAY, NOVEMBER 12, 2024
MEETING MINUTES**

ATTENDANCE:

COMMISSIONERS:

David Nehrt-Flores, Chair
Lora Gulley, Vice Chair
Tiffany Charles, Commissioner
Joan Kelly Horn, Commissioner
LaToya Scott, Commissioner

STAFF:

Shannon Koenig, Executive Director and CEO
Terri Acoff-States, Executive Assistant
Carolyn Riddle, Interim Finance Director
William Barry, Director, Maintenance and Facilities
Stacy Gatewood, Director, Human Resources
Nicole O'Dell, Director, Housing Choice Voucher Program
Kurt Schulte, Development Officer
Kawanna Tate, Director, Housing Administration
Jennifer Wiegert, Director, Communications & Partnerships
Pete Wells, IT Business Analyst

GUEST:

Rich Larsen, CPA, Novogradac & Co., LLP
Certified Public Accountants

ABSENT:

Reverend Gabrielle N.S. Kennedy, Commissioner

Public Hearing:

The board meeting opened with a public hearing on the Admissions and Continued Occupancy Policy, also known as the ACOP. The purpose of this hearing was to allow the public an opportunity to comment on the draft ACOP.

Chair Nehrt-Flores called to order the public hearing and invited anyone from the public to comment. There were no public comments. The hearing was adjourned.

Chair Nehrt-Flores called to order and opened the regular meeting.

Reading and Approval of Minutes of September and October 2024 Board Meetings:

Chair Nehrt-Flores asked for a motion to approve the minutes of board meetings held in September and October 2024. Commissioner Horn motioned for approval, Commissioner Charles seconded the motion and upon roll call the "Ayes" and "Nays" were as follows:

AYES

D. Nehrt-Flores
L. Gulley
T. Charles
J. Kelly Horn
L. Scott

NAYS

None

The Chair declared the motion passed.

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PUBLIC COMMENTS:

There were no public comments.

Presentation of the County Housing Authority Audit Report for year ending December 31, 2023.

Rich Larsen, partner with Novogradac & Co., LLP, presented the County Housing Authority Audit Report for year ending December 31, 2023.

After discussion, Chair Nehrt-Flores asked for approval of the County Housing Authority Audit Report for year ending December 31, 2023. Commissioner Scott motioned for approval, Vice Chair Gulley seconded the motion and upon roll call the “Ayes” and “Nays” were as follows:

<u>AYES</u>	<u>NAYS</u>
D. Nehrt-Flores	None
L. Gulley	
T. Charles	
J. Kelly Horn	
L. Scott	

The Chair declared the motion passed.

REPORT OF THE EXECUTIVE DIRECTOR:

Ms. Koenig greeted everyone and thanked them for attending the meeting.

Ms. Koenig presented the board with a draft of the Firearms and Weapons policy that was developed for public housing residents. She stated that the policy is included in the latest draft of the ACOP. Ms. Koenig stated that at today’s meeting, commissioners will be asked to review all proposed updates to the ACOP, including this policy. The proposed changes to the ACOP will be presented to all four boards associated with County Housing.

Ms. Koenig reviewed the Agency Performance Report. She stated the report had been updated to reflect fourth quarter progress, to date.

Ms. Koenig informed the board that last month, County Housing staff participated in a regional housing summit convened by East-West Gateway Council of Governments. The Housing First STL Summit was hosted by East-West Gateway in partnership with Greater St. Louis, House Everyone STL, and other partners. The attendees were varied and represented homeless providers, continuums of care, public housing authorities, government agencies, funders, and local business leaders.

REPORTS OF OFFICERS AND EMPLOYEES:

A. Financial Reports for the period ending August 31, 2024:

Ms. Riddle reviewed the Financial Reports for the period ending August 31, 2024. After discussion, Chair Nehrt-Flores asked for a motion to approve the August 31, 2024 Financial Reports as read. Commissioner Scott moved for approval, Commissioner Horn seconded the motion. Upon roll call the “Ayes” and “Nays” were as follows:

<u>AYES</u>	<u>NAYS</u>
D. Nehrt-Flores	None
L. Gulley	
T. Charles	
J. Kelly Horn	
L. Scott	

The Chair declared the motion passed.

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B. County Housing Authority, Proposed FY 2025 Budget, Resolution No. 1441:

Ms. Riddle presented the board with Resolution No. 1441, County Housing Authority Proposed FY 2025 Budget.

After review and discussion, Chair Nehrt-Flores asked for a motion to approve Resolution No. 1441, County Housing Authority, Proposed FY 2025 Budget. Commissioner Horn motioned for approval, Commissioner Charles seconded the motion. Upon roll call the “Ayes” and “Nays” were as follows:

<u>AYES</u>	<u>NAYS</u>
D. Nehrt-Flores L. Gulley T. Charles J. Kelly Horn L. Scott	None

The Chair declared the motion passed.

C. Consolidated PHA’s FY 2025 Budgets for Hillsdale, Olivette, and Pagedale, Resolution No. 1442:

Ms. Riddle presented the board with Resolution No. 1442, Consolidated PHA’s, FY 2025 Budgets for Hillsdale, Olivette, and Pagedale.

After review and discussion, Chair Nehrt-Flores asked for a motion to approve Resolution No. 1442, Consolidated PHA’s FY 2025 Budgets for Hillsdale, Olivette, and Pagedale. Commissioner Horn motioned for approval, Commissioner Scott seconded the motion. Upon roll call the “Ayes” and “Nays” were as follows:

<u>AYES</u>	<u>NAYS</u>
D. Nehrt-Flores L. Gulley T. Charles J. Kelly Horn L. Scott	None

The Chair declared the motion passed.

D. Housing Administration Report:

Ms. Tate reviewed the Housing Administration Report and presented the board with updates on evictions and the resident advisory board meeting which was held on October 23rd.

E. Admissions and Continued Occupancy Policy (ACOP) Updates:

Ms. Tate presented the board with an overview of the Authority’s updates to the ACOP. Ms. Tate stated the ACOP is the principal document describing the Authority’s policies concerning key topics such as eligibility, tenant selection, admissions preferences, waitlist procedures, rent determination, utilities, transfers, occupancy guidelines, grievance procedures, pet ownership, and the community service and self-sufficiency requirement. She said the ACOP is essential for residents, prospective residents, community members, and HUD staff when communicating about specific Authority policies.

**COUNTY HOUSING
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After discussion, Chair Nehrt-Flores asked for a motion to approve the updated Admissions and Continued Occupancy Policy (ACOP). Commissioner Scott motioned for approval, Commissioner Charles seconded the motion. Upon roll call the “Ayes” and “Nays” were as follows:

<u>AYES</u>	<u>NAYS</u>
D. Nehrt-Flores L. Gulley T. Charles J. Kelly Horn L. Scott	None

The Chair declared the motion passed.

F. Facilities and Maintenance Report:

Mr. Barry reviewed the monthly maintenance and supply costs for County public housing from September 1 through October 31, 2024. Mr. Barry also presented the board with updates on completed NSPIRE inspections.

G. Housing Choice Voucher Program Report:

Ms. Alexander presented the board with an overview of required programmatic updates to the Housing Choice Voucher program and corresponding proposed changes to County Housing’s Administrative Plan to effectuate the required changes. These changes included revising program payment standards and updates to the mainstream voucher program.

After discussion, Chair Nehrt-Flores asked for a motion to approve the changes to the Administrative Plan. Vice Chair Gulley motioned for approval, Commissioner Charles seconded the motion. Upon roll call the “Ayes” and “Nays” were as follows:

<u>AYES</u>	<u>NAYS</u>
D. Nehrt-Flores L. Gulley T. Charles J. Kelly Horn L. Scott	None

The Chair declared the motion passed.

H. Real Estate Development Report:

Mr. Schulte provided an overview of current development activities. He gave an update on the Wellington Family Homes redevelopment. He stated this project is underway and construction is progressing on schedule.

Mr. Schulte updated the Board on the Arbor Hill Apartments redevelopment. He stated the Authority has made significant progress with the RAD and HUD loan processes. Mr. Schulte said permit ready plans are being reviewed by Maryland Heights and once approvals have been given, we will proceed with firm commitment. County Housing is pushing to get this closed by the end of Q1 2025.

Mr. Schulte discussed other development projects. He stated County Housing resubmitted the Peace Place and Weinman Center applications to MHDC. He also stated that County Housing is actively exploring other possible partnership opportunities.

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I. Human Resources Report:

Ms. Gatewood updated the board on the activities and initiatives the Human Resources department is taking to enhance performance management and employee engagement within the organization.

J. Communications and Partnership Report:

Ms. Wiegert updated the board on both internal and external communication efforts. She stated that the first issues of “The Voucher Voice” and “Resident Connection” were distributed last month.

Ms. Wiegert informed the board that the annual customer service surveys have been distributed to Public Housing (PH) residents, Housing Choice Voucher (HCV) participants, and landlords. All have been asked to submit survey responses by November 22.

K. 2024 Board Meeting Schedule:

Ms. Acoff-States presented the Board with the 2025 Board meeting dates.

UNFINISHED BUSINESS:

No unfinished business was discussed.

NEW BUSINESS:

No new business was discussed.

EXECUTIVE SESSION:

Chair Nehrt-Flores asked for a motion to end the Regular Session and enter an Executive Session. Commissioner Charles motioned to enter. Commissioner Scott seconded the motion to end the Regular Session, and upon roll call the “Ayes” and “Nays” were as follows:

<u>AYES</u>	<u>NAYS</u>
D. Nehrt-Flores L. Gulley T. Charles J. Kelly Horn L. Scott	None

The Chair declared the motion passed.

Chair Nehrt-Flores motioned to exit Executive Session. Commissioner Charles motioned to exit. Commissioner Horn seconded the motion to exit and upon roll call the “Ayes” and “Nays” were as follows:

<u>AYES</u>	<u>NAYS</u>
D. Nehrt-Flores L. Gulley T. Charles J. Kelly Horn	None

The Chair declared the motion passed.

**COUNTY HOUSING
BOARD OF COMMISSIONERS REGULAR MEETING
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MEETING MINUTES**

ANNOUNCEMENTS:

The next regular meeting is scheduled for Tuesday January 14, 2025.

ADJOURNMENT OF MEETING:

There being no further business to come before the Board, Chair Nehrt-Flores asked for a motion to adjourn the meeting. Commissioner Charles moved for adjournment, which was seconded by Commissioner Horn. Upon roll call the “Ayes” and “Nays” were as follows:

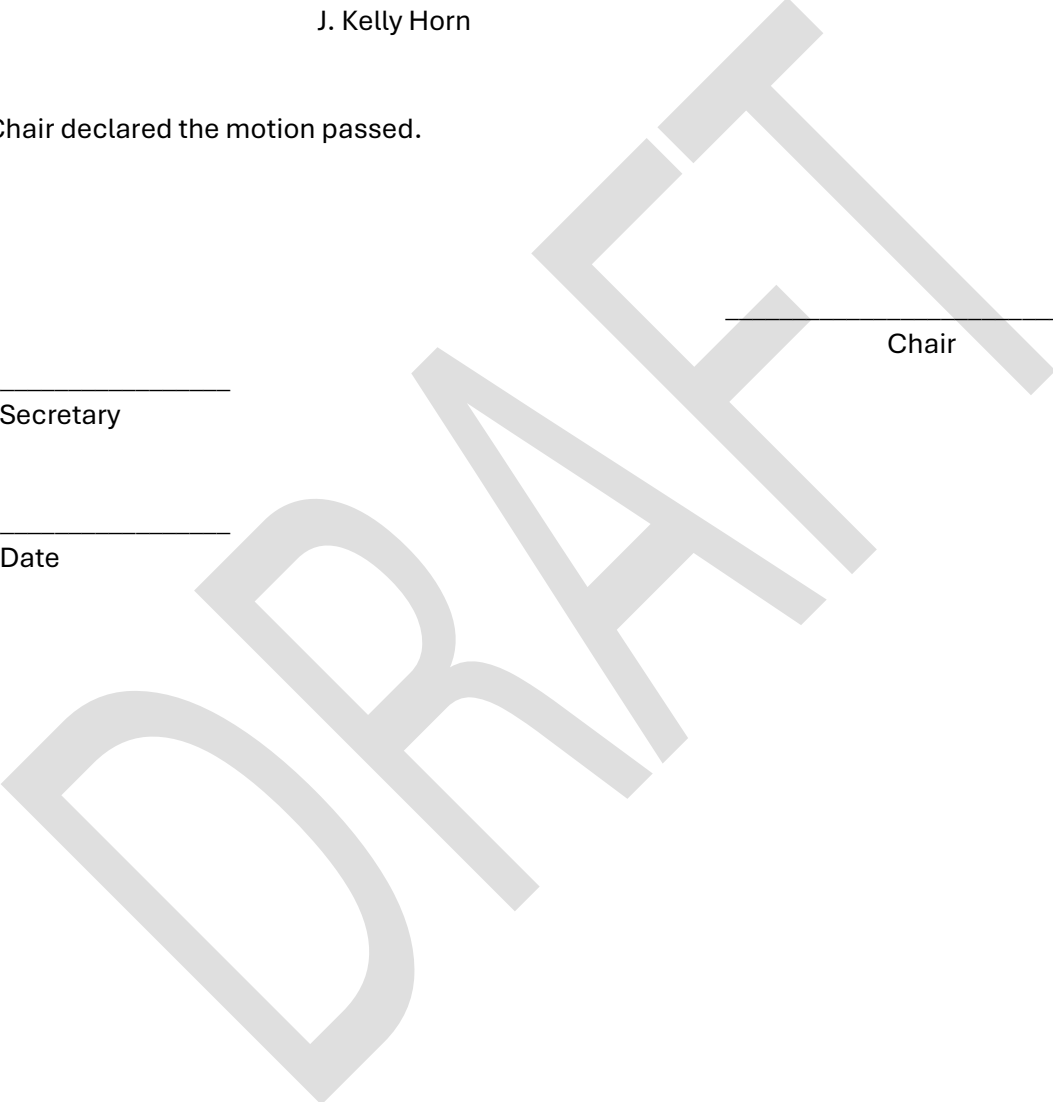
<u>AYES</u>	<u>NAYS</u>
D. Nehrt-Flores L. Gulley T. Charles J. Kelly Horn	None

The Chair declared the motion passed.

Chair

Secretary

Date





MEMORANDUM

To: County Housing Board of Commissioners

From: Shannon Koenig, Executive Director and CEO

Date: January 14, 2024

Subject: *Executive Director's Report*

This report provides an update on County Housing activities related to our objective to foster a customer-centered culture.

I. Service to Our Residents and Landlords Remains a Priority

For the past few years, our second core objective has been focused on improving service to our customers. We made progress on key results in this area in 2024 and plan to continue improving in this area in 2025.

A. Annual Customer Service Survey Results for 2024

At County Housing, we value the input of our residents, participants, and property owners. Each year, our annual customer service survey helps us gauge satisfaction, identify areas for improvement, and celebrate successes. In November 2024, we conducted our latest survey, focusing on key interactions with customer-facing roles and processes. The attached summary and presentation provide highlights and insights from this year's results.

B. New Customer Outreach, Relations and Engagement (CORE) Team

To continue fostering a customer-centered culture in 2025, we have established a new CORE team, which is comprised of our front-line customer service staff who are often the first point of contact with County Housing. This team is under the leadership of our Director of Communications and Partnerships with the goal of streamlining our external messaging as well as quickly triaging escalated customer issues. The CORE team will also work on increasing and enhancing landlord engagement in 2025.

C. Improved Communications

In addition to the public housing and HCV resident newsletters which began in 2024, we will also issue a quarterly landlord newsletter in 2025.

D. Agency Performance Report

The Agency Performance Report has been updated to reflect final fourth quarter results.

E. Attachments

Customer Service Survey Results Report and Presentation
Agency Performance Report, 2024 Q4 Final

County Housing 2024 Customer Service Survey Results

At County Housing, we value the input of our residents, participants, and property owners. Each year, our annual customer service survey helps us gauge satisfaction, identify areas for improvement, and celebrate successes. In November 2024, we conducted our latest survey, focusing on key interactions with customer-facing roles and processes. Here are the highlights and insights from this year's results.

Survey Participation

We are pleased to report an increase in overall participation compared to last year, particularly among Housing Choice Voucher residents.

Survey Group	Surveys Sent (2024)	Responses (2024)	Response Rate (2024)	Response Rate (2023)
Public Housing Residents	279	45	16%	14%
Housing Choice Voucher Residents	977	290	30%	20%
Property Owners	940	219	23%	28%

Key Findings

Public Housing Residents

Public Housing residents provided valuable feedback on their interactions with property management and maintenance staff. Notable improvements included:

- **77% satisfaction** with how property management staff treated and spoke to residents, up from **53%** in 2023.
- **84% satisfaction** with notifications regarding annual income recertifications, up from **53%** in 2023.
- **64% satisfaction** with staff's timeliness in returning calls, a significant increase from **25%** in 2023.

However, satisfaction with maintenance staff saw mixed results. While satisfaction with communication regarding maintenance increased to **47%** from **39%**, satisfaction with the overall quality of repairs remains an area of focus at **44%**.

Housing Choice Voucher Residents

HCV residents reported improvements in several areas:

- **74% satisfaction** with how they were treated and spoken to by staff, up from **61%** in 2023.
- **70% satisfaction** with inspection staff, up from **45%** in 2023.
- **53% satisfaction** with staff's timeliness in returning calls, an increase from **45%** in 2023.

County Housing 2024 Customer Service Survey Results

Open-ended responses highlighted the need for enhanced communication, timely notifications, and better accessibility to caseworkers.

Property Owners

Property owners and landlords also shared positive feedback:

- **73% would recommend the Housing Choice Voucher program** to other landlords, up from **47%** in 2023.
- **70% were satisfied** with the requirements for biannual property inspections, up from **62%** in 2023.
- **65% reported positive experiences** leasing to County Housing residents, up from **48%** in 2023.

Landlords praised County Housing for being straightforward and effective, with one respondent saying, *“The overall program is great and wonderful for both tenants and landlords. I enjoy serving the housing need and look forward to supplying more housing.”*

Areas for Growth

Feedback from all groups emphasized the importance of improving communication, including timely responses to inquiries, clear notifications, and better updates on case statuses. Maintenance quality and accessibility to services were also recurring themes among Public Housing residents.

Moving Forward

We deeply appreciate the time and effort our residents and property owners dedicated to providing feedback. These insights guide our mission to deliver exceptional service and foster trust among those we serve.

As we head into 2025, County Housing remains committed to:

- Enhancing communication through more efficient systems and dedicated support teams.
- Strengthening training programs for staff to ensure consistent, high-quality service.
- Continuing to collaborate with our community to meet the evolving needs of our residents and partners.

Thank you for your trust and partnership. Together, we’re building a stronger, more responsive County Housing community.



COUNTY
HOUSING

THE HOUSING AUTHORITY of ST. LOUIS COUNTY

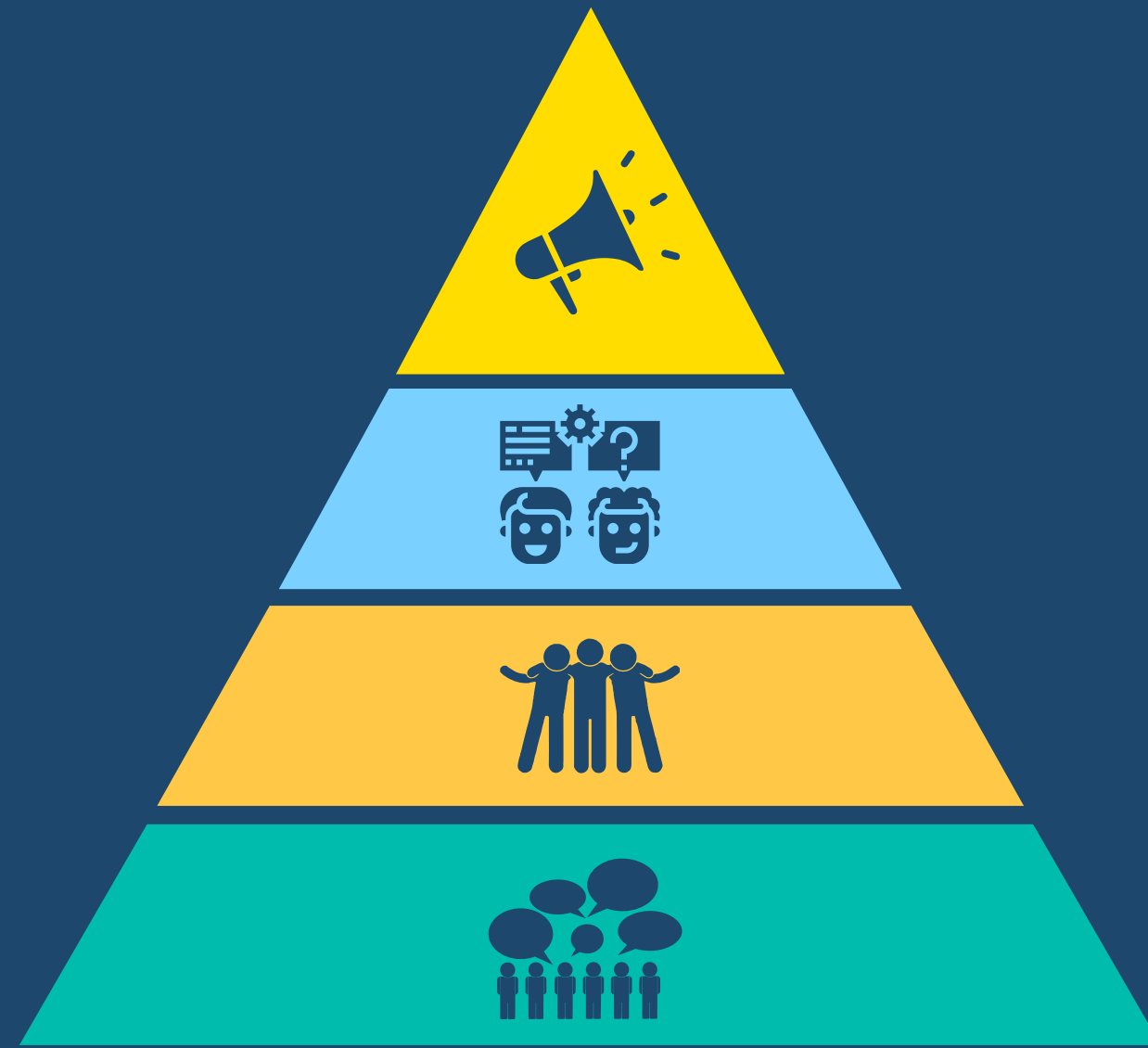
**2024 CUSTOMER
SERVICE SURVEY
RESULTS**

SURVEY OVERVIEW

In November 2024, County Housing conducted its annual customer service survey, gathering feedback from the following groups:

- Public Housing Residents
- Housing Choice Voucher Residents
- Property Owners

This year's survey focused on overall satisfaction with key processes and customer-facing roles. To better understand how our customers define exceptional service, we included open-ended questions asking how County Housing can improve to meet their needs more effectively.



Survey	Surveys Sent 2023	Surveys Received 2023	Surveys Sent 2024	Surveys Received 2024
Public Housing Survey	297	42	279	45
Housing Choice Voucher Survey	1,000	199	977	290
Property Owner Survey	1,000	284	940	219

PUBLIC HOUSING SURVEY RESULTS

Public housing residents were asked to rate their satisfaction with the following interactions with property management staff on a scale of 0 to 5, with 5 being very satisfied:

77% 

The way property management staff treated and spoke to you in the past year.

Of the 44 individuals who responded to this question, 77% indicated that they were **either satisfied or very satisfied** with the way they were treated and spoken to by property management staff within the past year. In 2023, 53% of 15 respondents said the same.

64% 

Property management staff's timeliness in returning your phone calls.

Of the 44 individuals who responded to this question, 64% indicated that they were **either satisfied or very satisfied** with property management staff's timeliness in returning their phone calls. In 2023, 25% of 20 respondents said the same.

PUBLIC HOUSING SURVEY RESULTS

Public housing residents were asked to rate their satisfaction with the following interactions with property management staff on a scale of 0 to 5, with 5 being very satisfied:

61% 

Staff's responsiveness to questions and concerns.

Of the 43 individuals who responded to this question, 61% said they were **either satisfied or very satisfied** with staff's responsiveness to questions and concerns. In 2023, 40% of 23 respondents said the same.

84% 

Property management staff's notification of your annual income recertification.

Of the 44 respondents to this question, 84% of individuals selected that they were **either satisfied or very satisfied** with property management staff's notification of their annual income recertification. In 2023, 53% of 30 respondents said the same.

PUBLIC HOUSING SURVEY RESULTS

Public Housing residents were asked to rate their satisfaction with the following interactions with maintenance staff on a scale of 0 to 5, with 5 being very satisfied:

58% 

The way maintenance staff treat and spoke to you in the past year.

Of the 45 individuals who responded to this question, 58% indicated that they were **either satisfied or very satisfied** with the way they were treated and spoken to by maintenance staff within the past year. In 2023, 69% of 29 respondents said the same.

47% 

The communication for County Housing regarding the scheduling and completion of maintenance tasks.

Of the 45 individuals who responded to this question, 47% indicated that they were **either satisfied or very satisfied** with the communication from County Housing regarding the scheduling and completion of maintenance requests. In 2023, 39% of 18 respondents said the same.

PUBLIC HOUSING SURVEY RESULTS

Public Housing residents were asked to rate their satisfaction with the following interactions with maintenance staff on a scale of 0 to 5, with 5 being very satisfied:

44% 

The overall quality of repairs made to your home.

Of the 45 responses to this question, 44% of individuals selected that they were **either satisfied or very satisfied** with the overall quality of repairs made to their home. In 2023, 19% of 27 respondents said the same.

HOUSING CHOICE VOUCHER SURVEY RESULTS

Housing Choice Voucher residents were asked to rate their satisfaction with the following interactions with their case worker on a scale of 0 to 5, with 5 being very satisfied:

74% 

The way you were treated and spoken to by staff.

Of the 289 individuals who responded to this question, 74% indicated that they were **either satisfied or very satisfied** with the way they were treated and spoken to by County Housing staff within the past year. In 2023, 61% of 199 respondents said the same.

53% 

Staff's timeliness in returning your phone calls.

Of the 289 individuals who responded to the question, 53% indicated that they were **either satisfied or very satisfied** with staff's timeliness in returning their phone calls. In 2023, 45% of 199 respondents said the same.

HOUSING CHOICE VOUCHER SURVEY RESULTS

Housing Choice Voucher residents were asked to rate their satisfaction with the following interactions with the inspections department on a scale of 0 to 5, with 5 being very satisfied:

66% 

The way you were notified about your scheduled inspection.

Of the 289 individuals who responded to this question, 66% indicated that they were **either satisfied or very satisfied** with the way they were notified of an upcoming inspection. In 2023, 65% of 196 respondents said the same.

70% 

The way you were treated by staff conducting the inspection.

Of the 289 individuals who responded to this question, 70% indicated that they were **either satisfied or very satisfied** with the way they were treated by staff conducting inspections. In 2023, 45% of 199 respondents said the same.

HOUSING CHOICE VOUCHER SURVEY RESULTS

Housing Choice Voucher residents were asked to rate their satisfaction with the following interactions with their case worker on a scale of 0 to 5, with 5 being very satisfied:

62% 

Staff's responsiveness to your questions and concerns.

Of the 288 individuals who responded to this question, 62% indicated they were **either satisfied or very satisfied** with staff's responsiveness to questions and concerns. In 2023, 55% of 196 respondents said the same.

PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.

68% 

The process of becoming a landlord with County Housing was straightforward.

Of the 218 individuals who responded to this question, 68% indicated that they **either agree or strongly agree** that the process to become a landlord with County Housing has been straightforward. In 2023, 41% of 209 respondents said the same.

70% 

I feel comfortable with the requirements for biannual property inspections.

Of the 219 individuals who responded to this question, 70% selected that they **either agree or strongly agree** that they feel comfortable with the requirements for biannual property inspections. In 2023, 62% of 208 respondents indicated the same.

PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.

65% 

I have had a positive experience leasing to County Housing residents.

Of the 218 individuals who responded to this question, 65% said they **either agree or strongly agree** that they have had a positive experience leasing to County Housing residents. In 2023, 48% of 209 respondents said the same.

63% 

County Housing staff have the knowledge to assist me with my questions.

Of the 218 individuals who responded to this question, 63% said they **either agree or strongly agree** that County Housing staff have the knowledge to assist them with their questions. In 2023, 43% of 208 respondents said the same.

PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.

48% 

Staff at County Housing are always available to answer my questions.

Of the 216 individuals who responded to this question, 48% said they **either agree or strongly agree** that County Housing staff are always available to answer their questions. In 2023, 22% of 209 respondents said the same.

73% 

I would recommend the Housing Choice Voucher Program to other landlords.

Of the 218 individuals who responded to this question, 73% said they **either agree or strongly agree** that they would recommend becoming a Housing Choice Voucher landlord to other landlords. In 2023, 47% of 209 respondents said the same.

PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.

31%

There are misconceptions about low-income housing that affect my business.

Of the 215 individuals who responded to this question, 31% said they **either agree or strongly agree** there are misconceptions about low-income housing that affect their business. In 2023, 56% of 209 respondents said the same.

PUBLIC HOUSING OPEN-ENDED RESPONSES



What improvements would you like to see in your housing community?

Answered question: 29

- Upkeep of property needs improvement.
- The community itself could use some upgrades.
- I would like to see improvement in communications.
- Better maintenance, security and resources.
- Better access to the laundry.



What suggestions do you have to improve your experience with property management staff?

Answered question: 22

- Returning important phone calls.
- Better communication.
- Better and faster access.
- Be more open to listen to concerns and what the tenants have to say.



HOUSING CHOICE VOUCHER OPEN- ENDED RESPONSES



What changes or improvements would make it easier to interact with County Housing staff?

Answered question: 158

- Returning calls and emails in a timely manner.
- Being notified when a new caseworker is assigned to me.
- Earlier notification of upcoming recertification.
- A bit more personable assistance or help with connecting clients to resources in the area.
- Better communication.
- Keep the portal updated with accurate information.
- The caseworkers should be required to interact with customers in a timely fashion and answer the phone, not just send emails.



Do you have any additional comments or suggestions?

Answered question: 112

- Train staff better.
- Inform all HCV holders who their caseworker is and give the caseworker 48 hours to respond to an email or phone call.
- Better customer service.

PROPERTY OWNERS OPEN-ENDED RESPONSES



What changes would make it easier for landlords to work with County Housing?

Answered question: 129

- Better communication from caseworkers and County Housing staff. Very hard to get ahold of someone.
- Direct communication with landlord to caseworker or one person taking phone calls for tenant/client direct problems.
- Make it easier to contact caseworkers.
- Better communication.
- Communication - hold monthly or quarterly meetings.



What types of incentives would motivate more landlords to join the Housing Choice Voucher program?

Answered question: 117

- Funds to repair damage.
- Incentives with money to help with upgrades.
- Property damage support.
- Guarantees to help restore the units if tenants leave it damaged.
- Hold tenants accountable and offer a damage reimbursement.
- Offer a certificate to tenants for taking a class on housekeeping.

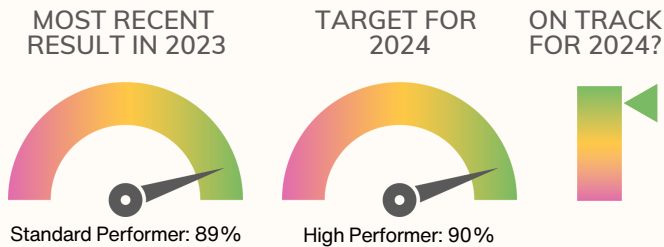
What HUD measures

SEMAP SCORES

HUD assesses the health of a PHA's Housing Choice Voucher program through an indicator called the Section Eight Management Assessment Program, or SEMAP.

Why it matters

The Housing Authority's SEMAP score communicates how well the agency is performing and impacts the amount of HUD funding it receives for the fiscal year.

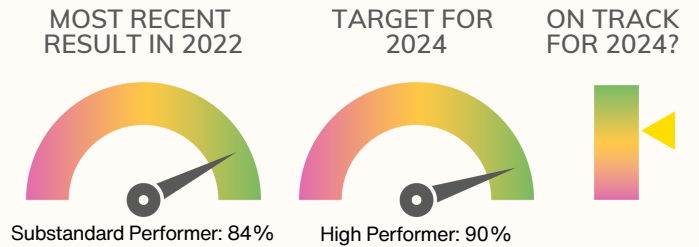


PHAS SCORES

HUD assesses the health of a PHA's Public Housing program through an indicator called the Public Housing Assessment System, or PHAS.

Why it matters

The Housing Authority's PHAS score communicates how well the agency is performing, impacts the amount of HUD funding it receives for the fiscal year, and determines the frequency of HUD public housing inspections.



What County Housing measures

Objective 1: Deliver services safely, effectively, and efficiently.

Results

MHDC Audits [2023]

0 FINDINGS

Finance/Single Audit [2023]

3 FINDINGS

Objective 2: Ensure residents, landlords, and employees feel respected during interactions with the Authority

Results

Increase customer satisfaction

Q1 Q2 Q3 Q4



Implement regular resident and landlord communications



Objective 3: Help our residents and families gain self-sufficiency through partnerships with other organizations in the community.

Results

Increase the number of partnerships

Q1 Q2 Q3 Q4



Implement partner programming for residents



Objective 4: Expand access to desirable and affordable housing.

Results

Close Arbor Hill

Q1 Q2 Q3 Q4



Successful implementation of PBV RFP



Develop and execute a landlord engagement strategy





MEMORANDUM

To: County Housing Board of Commissioners

Through: Shannon Koenig, Executive Director and CEO

From: Carolyn Riddle, Interim Finance Director

Date: January 14, 2025

Subject: *Financial Summary*

This memo provides a narrative explanation for the period ending October 31, 2024 financial reports.

I. Recommendation

Staff recommend the Board approve the financial statements and accompanying narrative, as prepared.

II. Highlights

A. Revenue

The total YTD actual operating revenue exceeded the total YTD budget revenue by \$4,941,031.

- The most significant favorable variance was \$4,354,431 attributable to Housing Choice Voucher (HCV) Housing Assistance Payments (HAP) income being higher due to HUD-held reserve requests. This was part of a planned initiative to increase the number of families on the HCV program.
- The Operating Subsidy favorable budget variance was \$144,601 resulting from additional subsidy drawn down but not budgeted.
- The Capital Grants favorable budget variance was \$663,380 due to drawdown timing differences.
- There was a net unfavorable budget variance in Investment Income of \$169,562. The Business Activities entity realized a \$225,095 unfavorable variance offset by favorable variances in the other entities. The significant unfavorable budget variance in the Business Activities entity resulted from the anticipated Developer's Fee from the Arbor Hill transition that was not realized.
- Internal Income had an unfavorable budget variance of \$373,079 in the Central Office Cost Center (COCC) entity. The variance resulted from lower bookkeeping fees and management fees assessed. However, this variance was offset by a favorable \$356,229 budget variance in the Internal Charges expense category for the same reasons.

B. Expense

Total YTD operating expenses were over budget by \$7,177,582.

- The most significant unfavorable budget variance of \$6,698,268 occurred in the tenant rents and utility reimbursement expenses. The Housing Choice Voucher Program implemented a lease-up initiative that successfully increased vouchers available and increased expenses. HUD Held Reserves requests were activated to mitigate the unfavorable budget impact.
- Total YTD Contract Costs resulted in an unfavorable budget variance of \$556,145. The primary causes were contracted grounds services and unit repair rehabilitation.
- Total YTD Tenant Services Expenses resulted in a favorable budget variance of \$229,645. The primary cause was the landlord incentive program was not enacted in 2024.
- Total YTD Outside Services Expenses General Expenses resulted in an unfavorable budget variance of \$598,648. The principal causes were temporary administrative labor fees and the misclassification and recording of the BDO professional accounting services as Consultant Expenses. The BDO professional accounting services were budgeted under Professional Fees. Consequently, the unfavorable Outside Services Expenses General Expenses variance is offset by the favorable \$184,317 budget variance in the Total YTD Professional Fees category.

C. Net Income

The total net operating loss is \$2,298,659.

D. Cash

- i. As of October 31, 2024, the cash balance in the USB Agency Disbursing operating bank account was \$1,682,220 of which \$251,583 is restricted.
- ii. HCV cash balance was \$1,217,588 with \$152,394 restricted. The total HAP and admin fee received was \$5,888,787. The total HAP expenses were \$5,883,172.

III. Attachments

- A. Budgeted Income Statement
- B. Cash Report

Housing Authority of St. Louis County
Budgeted Income Statement
SUMMARY - ALL
As of October 31, 2024

		Entity Wide			COCC			AMP's			HCV - ALL			BA		
		YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance
OPERATING ITEMS																
4099-00-940	Total Voucher Grants	57,842,897	53,488,466	4,354,431	-	-	-	-	-	-	57,842,897	53,488,466	4,354,431	-	-	-
4199-00-940	Total Operating Subsidy	966,812	822,211	144,601	-	-	-	965,605	822,211	143,394	1,207	-	1,207	-	-	-
4299-00-940	Total Capital Grants	1,057,547	394,167	663,380	-	-	-	1,057,547	394,167	663,380	-	-	-	-	-	-
4399-00-940	Total Tenant Charges	823,200	651,687	171,514	-	-	-	798,929	633,095	165,834	(5,448)	-	(5,448)	17,826	18,592	(766)
4499-00-940	Total Fraud Recovery	32,374	-	32,374	-	-	-	-	-	-	32,374	-	32,374	-	-	-
4599-00-250	Total Investment Income	152,253	321,815	(169,562)	2,698	3,142	(444)	246	-	246	55,731	-	55,731	93,578	318,673	(225,095)
4699-00-950	Total Miscellaneous Other Income	304,702	187,329	117,373	112,737	97,599	15,137	5,308	7,824	(2,516)	98,423	47,670	50,753	88,235	34,236	53,999
4997-00-950	Total Internal Income	1,553,666	1,926,745	(373,079)	1,553,666	1,926,745	(373,079)	-	-	-	-	-	-	-	-	-
	Total Income	62,733,451	57,792,419	4,941,031	1,669,101	2,027,486	(358,385)	2,827,634	1,857,297	970,337	58,025,183	53,536,136	4,489,047	199,639	371,501	(171,862)
5999-00-940	Total Rents and Utility Reimbursements	55,202,154	48,503,886	6,698,268	-	-	-	36,848	32,400	4,448	55,165,306	48,471,486	6,693,820	-	-	-
6299-00-940	Total Salaries	3,323,484	3,430,171	(106,687)	1,145,409	875,519	269,890	415,452	539,049	(123,597)	1,686,672	1,882,525	(195,854)	75,951	133,078	(57,127)
6599-00-940	Total Benefits and Taxes	1,037,239	844,654	192,585	263,239	201,844	61,396	131,601	128,055	3,546	528,130	482,402	45,728	114,269	32,353	81,915
6699-00-940	Total Other Employee Costs	214	485	(271)	214	485	(271)	-	-	-	-	-	-	-	-	-
6799-00-940	Total Training, Seminars, Conferences	52,609	109,653	(57,044)	44,742	60,115	(15,373)	4,180	7,557	(3,377)	3,687	35,620	(31,933)	-	6,361	(6,361)
	Total Admin Expenses	59,615,700	52,888,849	6,726,851	1,453,604	1,137,962	315,642	588,081	707,061	(118,980)	57,383,794	50,872,033	6,511,761	190,220	171,792	18,428
7099-00-950	Total Utilities	297,824	293,078	4,746	36,661	44,095	(7,434)	257,051	226,564	30,487	175	19,936	(19,761)	2,100	2,484	(383)
7199-00-950	Total Materials	193,871	77,983	115,888	7,648	5,071	2,577	176,283	72,912	103,371	1,000	-	1,000	420	-	420
7299-00-950	Total Contract Costs	961,129	404,984	556,145	65,469	43,862	21,607	529,110	355,293	173,817	5,996	167	5,829	357,785	5,661	352,123
7399-00-950	Total Tenant Services Expense	48,587	278,231	(229,645)	-	-	-	9,445	31,556	(22,111)	39,141	246,675	(207,533)	-	-	-
7499-00-950	Total Other Maintenance Expenses	35,618	19,746	15,871	16,705	1,632	15,073	18,912	18,114	798	-	-	-	-	-	-
7599-00-950	Total Outside Services	-	429	(429)	-	-	-	-	429	(429)	-	-	-	-	-	-
7699-00-950	Total Other Occupancy Expenses	146,621	155,067	(8,446)	21,221	330	20,890	62,998	54,768	8,230	57,262	98,934	(41,672)	5,113	1,035	4,078
	Total Occupancy Expenses	1,683,649	1,229,517	454,131	147,704	94,991	52,713	1,053,799	759,636	294,163	103,574	365,711	(262,137)	365,418	9,180	356,238
8099-00-950	Total Insurance	309,689	170,846	138,842	62,241	49,423	12,818	175,081	108,201	66,880	29,860	12,002	17,858	2,610	1,220	1,390
8199-00-950	Total Outside Services	675,579	76,930	598,648	252,522	62,500	190,022	74,803	14,361	60,442	247,628	-	247,628	100,625	69	100,556
8299-00-950	Total Professional Fees	269,276	453,594	(184,317)	194,074	177,954	16,120	37,145	42,637	(5,492)	31,479	197,701	(166,221)	5,403	35,303	(29,899)
8399-00-950	Total Other Fees	151,273	198,268	(46,994)	53,138	64,443	(11,305)	2,658	1,823	835	95,443	131,996	(36,554)	35	5	30
8499-00-950	Total Telephone and Technology	343,427	440,296	(96,869)	86,105	110,026	(23,922)	24,652	56,398	(31,745)	228,626	234,649	(6,023)	3,985	39,224	(35,238)
8599-00-950	Total Other Administrative Expenses	180,514	236,995	(56,481)	79,502	134,352	(54,850)	13,224	29,119	(15,895)	83,413	72,839	10,574	4,822	686	4,136
8996-00-950	Total Internal Charges	1,558,045	1,914,274	(356,229)	-	-	-	208,417	322,040	(113,623)	1,345,249	1,589,984	(244,735)	2,250	2,250	-
	Total Other General Expenses	3,487,804	3,491,204	(3,400)	727,581	598,697	128,884	535,981	574,579	(38,598)	2,061,698	2,239,172	(177,474)	119,731	78,756	40,975
	Total Expenses	64,787,152	57,609,570	7,177,582	2,328,889	1,831,650	497,239	2,177,862	2,041,276	136,585	59,549,065	53,476,916	6,072,150	675,369	259,728	415,641
	Total Operating Income (Loss)	(2,053,701)	182,849	(2,236,550)	(659,789)	195,836	(855,624)	649,772	(183,980)	833,752	(1,523,882)	59,220	(1,583,102)	(475,730)	111,773	(587,503)
NON-OPERATING ITEMS																
	Investment Gain/ Loss on Treasury Strips	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9099-00-930	Total Depreciation Expense	(244,958)	(199,023)	(45,935)	(9,305)	(6,819)	(2,486.20)	(193,558.00)	(150,286.20)	(43,271.80)	-	-	-	(41,604.70)	(41,917.80)	313.10
	Total Non- Operating Items	(244,958)	(199,023)	(45,935)	(9,305)	(6,819)	(2,486.20)	(193,558.00)	(150,286.20)	(43,271.80)	-	-	-	(41,604.70)	(41,917.80)	313.10
	Net Income (Loss)	(2,298,659)	(16,174)	(2,282,485)	(669,094)	189,017	(858,111)	456,214	(334,266)	790,480	(1,523,882)	59,220	(1,583,102)	(517,335)	69,855	(587,190)

(669,093.59) 189,017.10 (858,110.69) 456,214.01 (334,265.96) 790,479.97 (1,523,882.05) 59,220.10 ##### (517,335.09) 69,855.10 (587,190.19)

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St. Louis County Housing Authority
Cash Report
October 2024

USB Agency Disbursing

BEGINNING BOOK CASH BALANCE 10/1/2024 \$ **1,316,290.33**

ADD:

Tenant Rent	
CFP	
FSS Deposits	-
Other Deposits	26,442.59
HAP Income	-
Operating Subsidy / Admin Fee	169,832.00
Interest	228.64
Transfer	982,683.43
Other Revenue - Housing Enterprise Insurance	
TOTAL DEPOSITS	1,179,186.66

LESS:

Other Transfers	(130,247.74)
Manual Checks	-
Checks	(82,651.65)
Payroll/Payroll Benefits Payment	(545,257.04)
HAP payments	-
Withdraws/Other Deductions	(55,100.84)
Operating Subsidy Out	
TOTAL PAYMENTS	(813,257.27)

ENDING BOOK CASH BALANCE 10/31/2024 \$ **1,682,219.72**

USB Agency Disbursing

Ending Bank Balance 10/31/2024	\$	1,682,219.72
Outstanding Checks		(33,741.88)
ACH in Transit		12,579.33
Other Items		(1,738.83)
Adjusted Bank Balance 10/31/2024		1,659,318.34

Unrestricted Cash	1,407,735.34
Security Deposit Cash	-
Restricted Cash	251,583.00
	1,659,318.34



MEMORANDUM

To: County Housing Board of Commissioners

Through: Shannon Koenig, Executive Director and CEO

From: Carolyn Riddle, Interim Finance Director

Date: January 14, 2025

Subject: *Resolution No. 1443, Write-Offs of Uncollectable Rents*

Attached are the write-offs for uncollectable rents for the quarter ending October 31, 2024.

I. Recommendation

Staff recommend the Board approve write-offs through the end of October 2024.



RESOLUTION NO. 1443

AUTHORIZING QUARTERLY WRITE-OFF OF UNCOLLECTABLE RENTS
JANUARY 14, 2025

WHEREAS, the Executive Director has reported that continued unsuccessful attempts have been made to collect delinquent payments from former tenant(s) of the Housing Authority of St. Louis County.

WHEREAS, it has been determined by the Board of Commissioners that after unsuccessful efforts to collect the delinquent payments from said former tenant, said payments in the total amount of \$99,761.58 uncollectable and should be written off the books of the Housing Authority of St. Louis County.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Commissioners of the Housing Authority of St. Louis County, that the following payments are uncollectable and should be written off the books of said Authority.

<u>Project</u>	<u>Tenant's Number</u>	<u>Total Balance Due</u>
MO-001	t0045442	\$48.00
	t0041326	\$7,088.50
	t0000123	\$21.00
	t0045112	\$605.00
	t0026804	\$190.00
	t0013454	\$917.00
	t0000065	\$262.00
	t0024582	\$4.00
	t0012137	\$1,380.00
	t0011369	\$4,103.98
	t0047441	\$3,038.00
	t0027743	\$486.00
	t0053653	\$404.00
	t0026836	\$78.00
	t0000210	\$1,607.05
	t0054029	\$583.00
	t0054798	\$922.00
	t0052724	\$517.00
	Subtotal	\$22,254.53

MO-002	t0024599	\$319.00
	t0038203	\$3,878.00
	t0011495	\$8,837.00
	b0037237	\$9,831.00
	t0012733	\$3,117.00
	t0033959	\$3,995.00
	b0036207	\$140.00
	t0000028	\$71.00
	t0021946	\$806.00
	t0000261	\$498.00
	Subtotal	\$31,492.00
MO-004	b0038932	\$533.00
	t0024051	\$33.00
	t0040518	\$764.00
	t0000070	\$8.00
	t0026909	\$140.00
	t0000324	\$10,117.00
	t0054775	\$464.00
	t0037193	\$19,307.33
	t0020550	\$2,236.00
	t0011011	\$635.00
	t0019265	\$4,423.92
	Subtotal	\$38,661.25
MKT	t0009155	\$1,000.00
NSP	t0054382	\$2,083.33
	t0026271	\$1,231.63
	t0023267	\$1,079.84
	Subtotal	\$3,769.80
WCP	t0044941	\$2,584.00
	Total:	\$99,761.58

Chairman

Secretary

Date



MEMORANDUM

To: County Housing Board of Commissioners

Through: Shannon Koenig, Executive Director and CEO

From: Kawanna Tate, Director, Housing Administration
William Barry, Director, Maintenance and Facilities
Carolyn Riddle, Interim Finance Director

Date: January 14, 2025

Subject: *Public Housing Performance*

This memo describes recent public housing activities within the framework of the Public Housing Assessment System.

I. Public Housing Assessment System

The Public Housing Assessment System, or PHAS, is the system that HUD uses to assess a PHA's performance in managing its low-rent public housing programs. HUD uses a centralized system to collect individual subsystem scores using various sub indicators and produces a composite PHAS score representing PHA's performance management. PHAS uses a 100-point scoring system based on four categories of indicators:

PASS (Physical Assessment Subsystem) – 40 points
FASS (Financial Assessment Subsystem) – 25 points
MASS (Management Assessment Subsystem) – 25 points
CFP (Capital Fund Program) – 10 points

Scores are generated for each development, or Asset Management Project (AMP). Those AMP scores are weighted by how many units are in the AMP and then combined into the agency-wide score. The total score is used to determine the PHA's designation under PHAS.

Scores below 60 result in a troubled designation. Scores of 90 points or above result in a high performer designation. Scores below 90 but above 60 are designated as a standard performer.

A. PASS - projected 40/40 points

The purpose of PASS is to determine whether public housing units are decent, safe, sanitary and in good repair, and to determine the level to which the PHA is maintaining its public housing in accordance with housing condition standards.

i. Inspections Activity

The work orders produced from the County Housing inspection of 123 units in October 2024 are scheduled for completion by January 30, 2025.

ii. Maintenance Activity

In November and December, the maintenance team completed 82 work orders and five unit rehabs (at Fee Fee Manor, Arbor Hill, and North County). There are five additional rehabs in progress.

B. MASS – projected 20/25 points

The purpose of the management operations indicator is to assess the AMP’s and PHA’s management operations capabilities.

Sub-Indicator	Performance	Points
Occupancy	98.87%	16/16
Accounts Payable Ratio	0.14	4/5
Tenant Accounts Receivable	0.39	0/4
Projected Points		20

Occupancy – Emphasizes and measures the AMP’s performance in keeping available units occupied. The higher the occupancy rate, the higher the score.

Resident Accounts Receivable – Measures the amount of resident accounts receivable against resident revenue (i.e. rent paid).

Accounts Payable – Measures total vendor accounts payable, both current and past due against total monthly operating expenses. The lower the ratio, the higher the score.

C. FASS - projected 17.62/25 points

The purpose of the financial condition indicator is to measure the financial condition of each public housing project. The reporting period is through October 31, 2024.

Housing Authority	QR	MENAR	DSCR	Projected Points
County	9.68/12	5.94/11	2/2	17.62

Quick Ratio (QR) – Measures liquidity and current assets. The maximum points assigned for this sub-indicator is 12 points.

Months Expendable Net Ratio (MENAR) – Measures the adequacy of the financial reserves by determining the number of months of operation using the net available resources. The maximum points assigned for this sub-indicator is 11 points.

Debt Service Coverage Ratio (DSCR) – Measures capacity to cover debt obligations through the ability to meet regular debt obligations. The maximum points assigned for this sub-indicator is 2 points.

D. CFP - 10/10 projected points

The purpose of the Capital Fund program assessment is to identify how long it takes a PHA to obligate the funds provided to it from the Capital Fund program.

i. Capital Grant Fund Progress

Grant Year	Amount	Obligated	Expended	Deadline to expend
2019	\$1,120,718	91%	91%	4/15/2025
2020	\$1,650,401	99%	46%	3/25/26
2021	\$1,726,055	94%	75%	2/22/25
2022	\$1,732,441	90%	35%	5/11/26
2023	\$1,741,259	35%	35%	2/16/27
2024	\$1,614,796	35%	35%	5/5/2028

E. Projected Overall PHAS Score for 2024

PASS – 40/40 points
 FASS – 17.62/25 points
 MASS – 20/25 points
 CFP – 10/10 points

Total 87.62
Standard Performer

F. Attachment(s)

- i. Understanding PHAS
- ii. Work Order Detail September 1 – December 31, 2024



UNDERSTANDING PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS)



LEAD THE WAY

PHA GOVERNANCE AND
FINANCIAL MANAGEMENT
A Training for Board Members and Staff



About PHAS

The Public Housing Assessment System, or PHAS, is the system that HUD uses to assess a PHA's performance in managing its low-rent public housing programs. HUD uses a centralized system to collect individual subsystem scores using various sub indicators and produces a composite PHAS score representing PHA's performance management. PHAS uses a 100-point scoring system based on four categories of indicators:

- PASS (Physical Assessment Subsystem) – 40 points
- FASS (Financial Assessment Subsystem) – 25 points
- MASS (Management Assessment Subsystem) – 25 points
- CFP (Capital Fund Program) – 10 points

Scores are generated for each development, or Asset Management Project (AMP). AMP scores are weighted by how many units are in the AMP and then combined into the agency-wide score. The total score is used to determine the PHA's designation under PHAS. Scores below 60 result in a troubled designation. Scores of 90 points or above result in a high performer designation. Scores below 90 but above 60 are designated as a standard performer. If your PHA scores below 60 in any one indicator, you will be designated as a substandard performer.

HUD/REAC (Real Estate Assessment Center) publishes the PHAS scores after any appeals by the PHA are addressed. A letter is sent to the PHA with the score for the Fiscal Year evaluated.

Deregulation for Small Public Housing Agencies (*fewer than 250 units*)

- High performers receive PHAS assessments every three years
- Standard and substandard performers receive PHAS assessments every other year
- Troubled and Capital Fund-troubled PHAs will receive PHAS assessments every year
- All small PHAs must submit financial information (Financial Data Schedule, FDS) every year

PASS (Physical Assessment Subsystem) – 40 points

What is its Purpose?

The purpose of the PASS is to determine whether public housing units are decent, safe, sanitary and in good repair, and to determine the level to which the PHA is maintaining its public housing in accordance with housing condition standards.

How is it Scored?

The PASS score is determined by an inspection conducted in accordance with HUD's Uniform

Physical Condition Standards (UPCS). An independent physical inspection performed and scored for each project/AMP. A statistically valid sample of the units within the AMP is selected, and project scores roll up to a composite PHA score.

What is a Technical Review (TR)?

A technical review may be requested if, during the physical inspection, an objectively verifiable and material error occurred that, if corrected, would result in an improvement in the property's overall score. The three types of material errors are:

- **Building Data Errors** - The inspection includes the wrong building or a building that is not owned by the property.
- **Unit Count Errors** - The total number of units considered in scoring is incorrect as reported at the time of the inspection.
- **Non-Existent Deficiency Errors** - The inspection cites a deficiency that did not exist at the time of the inspection.

WHAT IS UPCS?

HUD's Uniform Physical Condition Standards (UPCS) is the inspection protocol intended to assure there is uniformity and objectivity in the evaluation of the physical condition of HUD properties. Major inspection areas under UPCS are:

- Site
- Building Exterior
- Building Systems
- Common Areas
- Unit

UPCS Inspections take place every three years for AMPs with high a high performer status, every two years for AMPs with a score above 80 but less than 90, and annually for troubled performers.

Technical review requests must be received at REAC within 30 days from the physical inspection report release date.

What is a Database Adjustment (DBA)?

A request for database adjustment initiates a review of the results of a physical inspection. A database adjustment may be requested for circumstances affecting the inspected property that are out of the ordinary, reflect an inconsistency with ownership, or are allowed by city/county/state codes. Circumstances that may be addressed by a database adjustment include:

- Local conditions and exceptions
- Ownership issues
- Adverse conditions beyond the owner's control
- Modernization work in progress

The PHA will have 45 days to submit from the physical inspection report release date.

How can a PHA improve PASS?

Focus on the basics

- Understand and comply with Uniform Physical Condition Standards (UPCS)
- Inspect 100% of units annually using UPCS protocols
- Examine Capital Fund use and prioritization
- Compare maintenance to new development resources. Is maintenance underfunded?

- Maintain accurate building and unit inventory
- Perform routine maintenance on all properties, units, and systems throughout the year
- Repair health and safety deficiencies immediately

MASS (Management Assessment Subsystem) – 25 points

What is its Purpose?

The purpose of the management operations indicator is to assess the AMP's and PHA's management operations capabilities.

How is it Scored?

MASS is determined by data reported to HUD by the PHA in the Financial Data Schedule (FDS). A score is calculated for each AMP. Scores roll up to a composite PHA score. The FDS is a required report that is sent by the PHA to HUD/REAC both 60 days after the end of the fiscal year for un-audited financial data and nine months after the end of the fiscal year with the audited data. The MASS scores can be generated from either submission, but if there is a discrepancy in data, the Audited submission data will be used. Scores are assigned by the following sub-indicators:

- **Occupancy:** Emphasizes and measures the AMP's performance in keeping available units occupied. The higher the occupancy rate, the higher the score. The maximum points assigned for this sub-indicator is 16 points.
- **Resident Accounts Receivable:** Measures the amount of resident accounts receivable against resident revenue (i.e. rent paid). The maximum points assigned for this sub-indicator is 5 points.
- **Accounts Payable:** Measures total vendor accounts payable, both current and past due against total monthly operating expenses. The lower the ratio, the higher the score. The maximum points assigned for this sub-indicator is 4 points.

AMPs may be eligible for a Physical Condition & Neighborhood Environment (PCNE) score adjustment. AMPs at least 28 years old are eligible for a 1-point adjustment. Additionally, AMPs located in neighborhoods with 40% or more families living below the poverty line are eligible for a 1-point adjustment.

How can a PHA Improve MASS?

Focus on the Basics

- Increase number of occupied units/reduce vacancies
 - Maintain an updated waiting list
 - Turn vacant units around quickly
- Collect the rents on time
 - Enforce rent collection policies as much as possible
 - Increase revenue and lower Tenant Accounts Receivable (TAR) ratio
- Reduce accounts payable by paying bills on time

- Be knowledgeable about your physical conditions
- Review and understand your maintenance reports
- Know the amounts and status of your Capital Fund Program (CFP) grants
- Thoughtfully approve construction contracts

Monitor Vacant Unit Turnaround

- Monitor resident move-out/turn-over rate, which indicates resident satisfaction, vacancy loss issues, waiting list sufficiency, marketing and outreach, and changes in local market.
- Monitor property turn-over/turn around time, which indicates the time it takes to reoccupy vacant units
- Track move-out date to re-occupancy date, which of three periods:
 - **Down time:** Down time starts on the move out date.
 - **Make ready time:** Make ready time starts when the housing manager tells the maintenance supervisor the tenant is gone and it's time to prepare the unit. Date is sometimes documented as the date on a move-out inspection form. The form the housing manager uses for security deposit purposes
 - **Lease-up time:** Lease-up time starts when the maintenance man tells the housing manager the unit is done, the paint is dry, and it's okay to move somebody in. Date is sometimes documented on a work order form or log.

FASS (Financial Assessment Subsystem) – 25 points

What is its Purpose?

The purpose of the financial condition indicator is to measure the financial condition of each public housing project.

How is it Scored?

FASS is determined by data reported to HUD by the PHA in the Financial Data Schedule (FDS). Project financial performance will be scored for each project (AMP). The AMP scores will be averaged across the PHA, weighted according to unit count, and rolled up to a composite PHA score. The FDS is a required reporting that is sent by the PHA to HUD/REAC 60 days after the end of the Fiscal Year for the Unaudited Financial Data and 9 months after the end of the Fiscal Year with the Audited data. The FASS scores can be generated from either submission, but if there is a discrepancy in data the Audited submission data will be used. Late Penalty points and Late Pre-sumptive Failure (LPF) for these submissions do apply to FASS Indicator score.

Late Penalty Points and Late Presumptive Failure (LPF)

Late penalty points are counted against the overall PHAS score if a PHA is late submitting their data in the Financial Data System (FDS). Each data set has a separate due date. To learn more about these schedules and penalties, visit the [HUD/REAC site](#).

A Late Presumptive Failure (LPF) occurs when a PHA does not submit the required financial information and/or management certifications by the established regulatory submission deadlines. An automatic score of zero is assigned to the PHA for that indicator.

Late Penalty Points and Late Presumptive Failure can only be applied to the FASS indicator.

Scores are assigned by the following sub-indicators:

- **Quick Ratio (QR)** – Measures liquidity and current assets. The maximum points assigned for this sub-indicator is 12 points.
- **Months Expendable Net Ratio (MENAR)** – Measures the adequacy of the financial reserves by determine the number of months of operation using the net available resources. The maximum points assigned for this sub-indicator is 11 points.
- **Debt Service Coverage Ratio (DSCR)** – Measures capacity to cover debt obligations through the ability to meet regular debt obligations. The maximum points assigned for this sub-indicator is 2 points.

How can a PHA Improve MASS?

Focus on the Basics

- Maintain accurate financial records
- Submit financial reports to HUD on time
- Increase Quick Ratio by increasing cash available and reducing accounts payable
- Increase Months Expendable Net Assets ratio by increasing savings in the bank and reducing operating costs

CFP (Capital Fund Program) – 10 points

What is its Purpose?

The purpose of the Capital Fund program assessment is to examine the period of time it takes a PHA to obligate the funds provided to it from the Capital Fund program. Ultimately, the purpose is for PHAs to obligate 90% or more of these funds as quickly as possible, and no later than 2 years after funds become available. It is also to modernize and develop units and improve overall occupancy and to meet HUD's Strategic Plan goal to "Meet the Need for Quality Affordable Rental Homes."

How is it Scored?

Uses information reported in eLOCCS for scoring.

Scores are assigned by the following sub-indicators:

- **Fund Obligation** – 5 points are assigned if the PHA obligated 90% or more of the CFP by the obligation end date with no sanctions.
- **Occupancy Rate** – Measures occupancy rate at fiscal year end after adjusting for HUD approved vacancies. A total of 5 points are assigned for a rate of 96% or greater. A total of 2 points are assigned for a rate of 93% but less than 96%. Zero points are assigned if the rate is less than 93%. If the PHA scored less than 5 points for Timeliness of Fund Obligation, the Occupancy Rate score is automatically zero.

The other PHAS indicators require 60% or above to pass. The Capital fund indicator pass rate is 50% or at least 5 points.

How can a PHA Improve CFP?

Focus on the Basics

- Timely obligation of Capital Program Funds
 - Plan for the PHA's use of Capital funds
 - Track obligations made and obligation end dates
 - Request monthly board reports
 - Evaluate PHA procurement/contracting timeliness and effectiveness
- Increase number of occupied units
- Have a well-planned program for vacancy reduction that matches available funding resources
- Reduce turnover vacancy time
- Have tenants ready to move in to units when the units are ready.

Grant Management

- Observe and achieve obligation and expenditure deadlines
 - Sooner is better for your PHA
- Compare projected vs. actual budgets
- Issue several contracts per grant
- File grant close-out documents
- Be aware of the penalties for failure to meet deadlines, which include:
 - Fund recapture
 - Lower PHAS score, which could lead to substandard or troubled designation
- Adhere to the PHA procurement policy



Work Order Detail

Arbor Hill, Fee Fee Manor, Villa Lago, and Single Family Homes
Work Orders active between 9/01/2024 and 12/31/2024

Unit	WO	WO Priority	WO Category	WO Brief Description	Call Date	Date Completed	Days open	
							Days to Complete	in Period Reported
MEA406	38753	Routine	HVAC	missing heat vent	09/25/2024	11/27/2024	63	26
MEA406	38754	Routine	Doors	bed room door frame	09/25/2024	11/27/2024	63	26
V12290	38885	NSPIRE Low		NSPIRE	10/10/2024		83	61
V12326	38886	NSPIRE Modera		NSPIRE	10/10/2024		83	61
V12356	38892	NSPIRE Modera		NSPIRE	10/10/2024		83	61
V12360	38893	NSPIRE Low		NSPIRE	10/10/2024	12/14/2024	65	43
VD1510	38894	NSPIRE Low		NSPIRE	10/10/2024		83	61
VD1515	38895	NSPIRE Low		NSPIRE	10/10/2024		83	61
VD1516	38896	NSPIRE Low		NSPIRE	10/10/2024		83	61
VD1520	38897	NSPIRE Low		NSPIRE	10/10/2024		83	61
VD1521	38898	NSPIRE Low		NSPIRE	10/10/2024		83	61
VD1525	38899	NSPIRE Modera		NSPIRE	10/10/2024		83	61
VD1528	38900	NSPIRE Modera		NSPIRE	10/10/2024		83	61
E11113	38902	Routine	Walls-Ceilings	Hole in the wall in bedroc	10/10/2024	11/27/2024	48	26
VD1529	38903	Routine		NSPIRE	10/10/2024		83	61
VD1532	38904	NSPIRE Modera		NSPIRE	10/10/2024		83	61
VD1533	38905	NSPIRE Low		NSPIRE	10/10/2024		83	61
VD1534	38906	NSPIRE Modera		NSPIRE	10/10/2024		83	61
VD1535	38907	NSPIRE Low		NSPIRE	10/10/2024		83	61
VD1539	38908	NSPIRE Low		NSPIRE	10/10/2024		83	61
VD1549	38909	NSPIRE Modera		NSPIRE	10/10/2024		83	61
VD1553	38910	NSPIRE Low		NSPIRE	10/10/2024		83	61
VD1561	38911	NSPIRE Low		NSPIRE	10/10/2024		83	61
VD1565	38912	NSPIRE Modera		NSPIRE	10/10/2024		83	61
VD1567	38916	NSPIRE Low		NSPIRE	10/10/2024		83	61
VD1571	38917	NSPIRE Low		NSPIRE	10/10/2024		83	61
FF194C	38921	Routine	HVAC	a/c & screen door	10/14/2024	11/04/2024	21	3
VD1535	38944	Routine	Electrical	closet/stopper	10/17/2024		76	61
MP2821	38958	Routine	Plumbing	Leaking under the kitchen	10/18/2024	12/09/2024	52	38
E11108	38972	Routine	Building Exterior	Hole in roof, several critt	10/22/2024	11/01/2024	10	1
AR1114	38974	Routine	Doors	change door locks	10/23/2024		70	61
A14721	38981	Routine	Doors	mailbox key	10/24/2024	11/01/2024	8	1
E11140	38989	Routine	HVAC	missing heat vent	10/25/2024	11/01/2024	7	1
WS1455	39004	Routine	Electrical	three outlet not working	10/28/2024		65	61
WP2820	39020	Routine	Doors	Back door needs weathe	10/30/2024		63	61
WP2820	39021	Routine	Appliance	Check exhaust fan over s	10/30/2024		63	61
OCT8524	39022	Routine	Doors	door	10/30/2024	11/04/2024	5	3
PLU125	39079	Routine	Doors	cabinet in kitchen	11/08/2024	11/08/2024	1	1
APP153	39178	Routine	Plumbing	Plumbing	11/27/2024	12/09/2024	12	12
PLU186	39180	Routine	Electrical	Oven not working	11/27/2024	12/16/2024	19	19
MP2813	39015	Routine	General	Re-attached kitchen cab	10/29/2024	12/09/2024	41	38
FF194C	39019	Routine	HVAC		10/30/2024	11/04/2024	5	3
FF194E	39051	Routine	Appliance	stove handle	11/05/2024	11/08/2024	3	3
V12369	39187	Routine	HVAC	filter	12/02/2024	12/14/2024	12	12
WP2862	38995	Routine	General	Vanity faucet has come ε	10/28/2024	11/01/2024	4	1
MP2821	39038	Routine	Plumbing	Toilet stopped up in hall	11/01/2024	11/04/2024	3	3
MP2821	39039	Routine	Doors	Backdoor is still sticking	11/01/2024	11/04/2024	3	3
MP2821	39049	Routine	Plumbing	Hall toilet is not flushing.	11/04/2024	11/07/2024	3	3
WP2861	39050	Routine	Doors	Needing closet doors.	11/05/2024		57	57
WP2820	39053	Routine	General	Water is coming into the	11/05/2024	12/09/2024	34	34
HUI9184	39054	Routine		towel rack	11/05/2024		57	57
WS1463	39056	Routine	Appliance	Oven is not coming on.	11/05/2024	11/12/2024	7	7
WS1463	39057	Routine	HVAC	furnace is not working	11/05/2024	11/12/2024	7	7
WP2803	39064	Routine	HVAC	No hot water.	11/06/2024	11/07/2024	1	1
MP2802	39065	Routine	Appliance	Oven is not working right	11/06/2024	12/09/2024	33	33
CHI336	39066	Routine	General	Basement flooded	11/06/2024	11/08/2024	2	2
VD1515	39067	Routine	Electrical	ceiling fan	11/06/2024		56	56
E11132	39069	Routine	Plumbing	Toilet is running	11/06/2024	11/08/2024	2	2
FF186F	39071	Routine	Plumbing	faucet/screen door	11/07/2024		55	55
WP2893	39074	Routine	Plumbing	Toilet handle broke	11/07/2024	12/10/2024	33	33

A14722	39077	Routine	Plumbing	toilet	11/07/2024	12/03/2024	26	26
HE4647	39078	Routine	HVAC	Pilot light keeps going ou	11/07/2024	12/09/2024	32	32
WP2873	39081	Routine	Doors	Can't get out of her front	11/08/2024	11/08/2024	1	1
SAR324	39082	Routine			11/08/2024		54	54
WP2862	39084	Routine	Appliance	Oven will not come on.	11/12/2024	11/26/2024	14	14
WP2893	39086	Routine	HVAC	Blowing out cold air.	11/12/2024	11/25/2024	13	13
V12338	39087	Routine	Electrical	doorbell	11/12/2024	12/12/2024	30	30
E11104	39088	Routine	HVAC	Blowing cold air.	11/12/2024	11/25/2024	13	13
EL1460	39093	Routine	Building Exterior	Gutters needs cleaning	11/13/2024	12/05/2024	22	22
EL1460	39094	Routine	Walls-Ceilings	Water in basement	11/13/2024	12/10/2024	27	27
WP2868	39096	Routine	Doors	Key will not turn in front c	11/13/2024	11/25/2024	12	12
WP2862	39103	Routine	Appliance	oven not working	11/15/2024	11/26/2024	11	11
A14521	39108	Routine	Flooring-Steps	amg/mushroom in kitche	11/18/2024		44	44
WS1486	39116	Routine	Building Exterior	PLEASE CLEAN GUTTERS	11/18/2024		44	44
C10516	39126	Routine	Plumbing	Slow drain	11/19/2024		43	43
C10516	39127	Routine	Walls-Ceilings	Never finished the baser	11/19/2024	12/06/2024	17	17
WP2868	39128	Routine	Electrical	Carbon monoxide detect	11/19/2024	11/25/2024	6	6
EL1436	39134	Routine	Doors	Front door kicked in.	11/21/2024	11/27/2024	6	6
EL1436	39137	Routine	Doors	Front door is still not sec	11/22/2024		40	40
E11116	39140	Routine	Electrical	Needing the smoke detec	11/22/2024	11/25/2024	3	3
R10133	39141	Routine	Plumbing	Toilet is backing up and c	11/22/2024	12/09/2024	17	17
R10133	39142	Routine	Walls-Ceilings	Bathroom wall coming at	11/22/2024		40	40
E11140	39152	Routine	Appliance	stove not working	11/25/2024	11/27/2024	2	2
E11125	39155	Routine	HVAC	Not coming on	11/26/2024	11/26/2024	1	1
WP2893	39156	Routine	HVAC	Blowing cold air.	11/26/2024	12/02/2024	6	6
CHI309	39157	Routine	Electrical	Light in hall bathroom is i	11/26/2024	12/06/2024	10	10
ALK404	39159	Routine	HVAC	Not warming up the hou	11/26/2024	11/26/2024	1	1
ALK404	39160	Routine	Plumbing	Sump pump is backing up	11/26/2024	11/26/2024	1	1
WP2873	39161	Routine	HVAC	Heat not coming on.	11/26/2024	12/02/2024	6	6
E11113	39164	Routine	HVAC	Blowing out cold air.	11/26/2024	12/02/2024	6	6
EL1436	39170	Routine	HVAC	Replace batteries for the	11/26/2024		36	36
EL1436	39171	Routine	General	Knob is off of faucet	11/26/2024		36	36
EL1436	39172	Routine	Walls-Ceilings	Mold in basement along t	11/26/2024		36	36
JL7930	39173	Routine	Doors	Side door is not locking	11/27/2024		35	35
EL1814	39174	Routine	Plumbing	Plumbing lussue	11/27/2024		35	35
AME204	39177	Routine	Plumbing	Plumbing Issue	11/27/2024		35	35
WS1463	39179	Routine	Appliance	Oven is not getting hot.	11/27/2024	12/06/2024	9	9
CHI313	39192	Routine	Appliance	Rubber around the refrige	12/03/2024		29	29
CHI313	39193	Routine	Plumbing	Secure toilet	12/03/2024		29	29
WP2812	39194	Routine	Appliance	Oven will not come on.	12/03/2024	12/09/2024	6	6
WP2812	39195	Routine	HVAC	Starting to blow out cold	12/03/2024	12/09/2024	6	6
SAR310	39196	Routine	Appliance	gas leak	12/03/2024	12/05/2024	2	2
WP2881	39197	Routine	Plumbing	No water is coming out o	12/03/2024	12/09/2024	6	6
V12366	39200	Routine	Plumbing	Toilet handle broken	12/03/2024	12/12/2024	9	9
V12369	39201	Routine	HVAC	Needs new furnace filter	12/03/2024	12/12/2024	9	9
WP2804	39205	Routine	Appliance	Stove	12/04/2024	12/10/2024	6	6
WP2800	39209	Routine	Doors	door sweeper	12/04/2024		28	28
MP2806	39211	Routine	HVAC	No hot water in unit.	12/05/2024	12/05/2024	1	1
BRO705	39221	Routine	Electrical	Outside outlet on side of	12/09/2024		23	23
CHI309	39222	Routine	Plumbing	Water leaking downstairs	12/09/2024		23	23
CHI309	39223	Routine	Flooring-Steps	Flooring sinking in at fron	12/09/2024		23	23
EN7641	39225	Routine	HVAC	No heat	12/10/2024	12/10/2024	1	1
EN7641	39226	Routine	Plumbing	1st bath, water leaking d	12/10/2024	12/10/2024	1	1
WS1454	39237	Routine	HVAC	No Heat	12/12/2024	12/12/2024	1	1
WP2800	39245	Routine	General	Mold in bathroom	12/13/2024		19	19
ALK329	39253	Routine	HVAC	Blwing out cold air.	12/16/2024		16	16
JL7930	39260	Routine	Electrical	Ceiling fan in bedroom h	12/17/2024		15	15
E11124	39261	Routine	Plumbing	Vanity is stopped up	12/17/2024		15	15
E11139	39270	Routine	Plumbing	Water pressure is low at	12/19/2024		13	13

119

Total number work orders: 119
Average completion days: 27.80
Average completion days for reporting period 2 years prior: 4.00
Reduction in average completion days over the past three years: -23.80



MEMORANDUM

To: County Housing Board of Commissioners

Through: Shannon Koenig, Executive Director and CEO

From: Nicole Alexander, Director, Housing Choice Voucher Program

Date: January 14, 2025

Subject: *Housing Choice Voucher Program Updates*

This memo provides an update on select activities relating to administration of the Housing Choice Voucher Program.

I. Section Eight Management Assessment Program (SEMAP) 2024 Score

The Section Eight Management Assessment Program (SEMAP) is HUD's performance measurement tool for the Housing Choice Voucher Program. County Housing self-certifies our results to the U.S. Department of Housing and Urban Development 60 days after the end of our fiscal year. The Field Office will then issue a final score within 120 days after the end of fiscal the year. High performers have a score above 90. Troubled performers have a score below 60. Standard performers score between 60 and 90.

All SEMAP performance indicators set a standard for a key area of Housing Choice Voucher Program management. County Housing is assessed against these standards to show whether we administer the program properly and effectively. The SEMAP certification that is submitted by County Housing addresses all the required indicators.

Staff are currently finishing the required internal audits and will request board review and approval via email by mid-February.

II. County Housing's Family Self-Sufficiency (FSS) Program is Expanding

County Housing has successfully operated the Family Self-Sufficiency (FSS) program for more than 25 years. This grant-based initiative is designed to support families in their journey toward self-sufficiency by helping them set and achieve personal and financial goals. Graduates of the program receive an escrow check at the end of their participation. These funds are typically used for significant milestones, such as a down payment on a home.

We are excited to announce that we were recently awarded another staff person to administer the program, which will increase our overall number of participants. Over the past couple of years, we have been working hard to stabilize enrollment in this program. We are so pleased that our efforts have been recognized and HUD has

granted us additional resources to continue to build on our residents' success. We anticipate enrollment in this program will grow from 125 to 160 participants over the next two years.

III. Customer Service Remains a Priority for the HCV Team

County Housing is excited to announce a new team focused primarily on customer service, the Customer Outreach, Relations and Engagement, or CORE team. Many of the staff who will join this team were formerly part of the HCV team. This organizational transition to a more customer-focused group will position the agency to meet our core customer service goals while the remaining members of the HCV team remain focused on fulfilling technical requirements of the program. Of course, the HCV team will continue to work closely with the CORE team however is necessary to ensure our residents and landlords are adequately serviced. HCV team members will also still be expected to deliver high quality service to residents and landlords. The new CORE team will provide added support to HCV to bolster our efforts to adequately serve customers.

IV. Major Updates to the Administrative Plan this Spring

Throughout 2024 and into 2025, several team members have been working on reviewing and updating the Housing Choice Voucher Administrative Plan, which governs how the HCV program is administered by County Housing. As you may remember, a couple of chapters were approved by the Board late last year (relating to the Mainstream program and small area fair market rents). The remainder of the Plan will also require board adoption. We will share the full document with you at least one month in advance of requesting your formal approval at a regular board meeting.

V. Attachment

Understanding Section Eight Management Assessment Program



UNDERSTANDING SECTION EIGHT MANAGEMENT ASSESSMENT PROGRAM (SEMAP)



LEAD THE WAY

PHA GOVERNANCE AND
FINANCIAL MANAGEMENT
A Training for Board Members and Staff



The Section Eight Management Assessment Program (SEMAP) is HUD's performance measurement tool for the Housing Choice Voucher Program. A PHA self-certifies to HUD 60 days after the end of the fiscal year. The Field Office will then issue a score within 120 days after the end of fiscal the year. High performers have a score above 90. Troubled performers have a score below 60.

The Board's Role in SEMAP

Your PHA's SEMAP score is an important tool for the Board of Commissioners. Track SEMAP scores each month in board meetings. You can use the SEMAP indicators to guide the way you assess your PHA's performance. Focus your attention on weak performance areas to effectively and efficiently use scarce resources. Failing to meet SEMAP standards means a failure to ensure residents are living in quality housing. Consequences of failing performance can include required corrective actions and limits on new HUD funding awards. Keep your PHA on track.

HUD's Role in SEMAP

HUD reviews and monitors PHA SEMAP scores. The SEMAP certification is analyzed by HUD Field Offices, and may also be confirmed on site. HUD staff will then provide recommendations for improving failing SEMAP indicators, and will assist in preparing a Corrective Action Plan (CAP).

SEMAP Indicators

All SEMAP performance indicators set a standard for a key area of Housing Choice Voucher Program management. PHAs are assessed against these standards to show whether the PHA administers the program properly and effectively. The SEMAP certification that is submitted by PHAs addresses all of the following indicators:

Self-Certified

Indicator 1 – Selection from Waiting List

The score for this indicator is based on whether the PHA has a written policy in its administrative plan for selecting applicants from the waiting list and whether it follows that policy. The certification must be based on the results of a quality control sample measuring the rate at which the PHA follows its selection policy.

Score: The PHA receives a score of 15 for this indicator if it certifies that it has a written policy and the sample shows that 98% of applicants selected from the waiting list were selected in a manner that conformed to the PHA's policy. If the PHA had no policy or less than 98% of selected applicants were selected in the manner the policy prescribes, the PHA receives zero points for this indicator.

Do you know your SEMAP score?

Are you a “high,” “standard,” or “troubled” performer?

Indicator 2 – Rent Reasonableness

The score for this indicator is based on whether the PHA has a written policy for determining and documenting that the rent paid to owners is reasonable based on current rents for comparable unassisted units and whether it follows that policy. The PHA must conduct a quality control sample to determine whether the PHA is following its own policies for determining rent reasonableness.

Score: The PHA receives 20 points for this indicator if the PHA has a written policy that meets HUD’s requirements and the sample shows that the policy was followed at least 98% of the time. The PHA receives 15 points for this indicator if the sample shows that the PHA’s policy was followed at least 80% of the time. If the PHA had no policy that met HUD’s requirements or if the PHA’s policy was followed less than 80% of the time, the PHA receives zero points for this indicator.

Indicator 3 – Determination of Adjusted Income

The score for this indicator is based on whether the PHA verifies and correctly determines adjusted annual income and utility allowances at each family’s admission and annual reexamination. The PHA must conduct a quality control sample to determine whether the PHA: 1) Obtains and uses third party verification of the factors that affect the determination of adjusted income or documents the reasons third party verification was not available, 2) Properly attributes and calculates medical, child care, and disability allowances; and 3) Uses the appropriate utility allowances.

Score: The PHA receives 20 points for this indicator if it certifies that it has verified and correctly determined adjusted annual income and utility allowances for at least 90% of families sampled. The PHA receives 15 points if the PHA correctly processed 80% to 89% of families sampled and zero points if less than 80% were correctly processed.

Indicator 4 – Utility Allowance Schedule

For this indicator, the PHA is scored on whether the PHA maintains an up-to-date utility allowance schedule. A utility allowance schedule is “up-to-date” if the PHA reviewed utility rate data within the last 12 months and adjusted its utility allowance schedule if there has been a change of 10% or more in a utility rate since the last time the utility allowance schedule was revised.

Score: If the PHA certifies that it has updated its utility allowance schedule, it receives 5 points for this indicator. If the PHA has not done so, it receives zero points for this indicator.

Indicator 5 – HQS Quality Control Inspections

This indicator measures whether the PHA has verified or re-inspected a sample of recently completed Housing Quality Standards (HQS) inspections representing a cross section of neighborhoods and a cross section of inspectors.

Score: A PHA receives 5 points for this indicator if it certifies that it has re-inspected a sample and zero points if it has not.

Indicator 6 – HQS Enforcement

The score for this indicator is based on whether the PHA addressed deficiencies found during HQS inspections in a manner that conforms to HUD regulations. To correctly address deficiencies, the PHA must ensure that: 1) Any cited life-threatening HQS deficiencies are corrected within 24 hours from the inspection, 2) All other cited HQS deficiencies are corrected within no more than 30 calendar days from the inspection or any PHA-approved extension, 3) If HQS deficiencies are not corrected timely, the PHA stops (abates) housing assistance payments beginning no later than the first of the month following the specified correction period or terminates the HAP contract, and 4) For family-caused defects, the PHA takes prompt and vigorous action to enforce the family obligations. The PHA must conduct a quality control sample to determine whether the PHA has addressed deficiencies correctly.

Score: The PHA receives 10 points for this indicator if it certifies that the sample shows that all cited life-threatening HQS deficiencies were corrected within 24 hours and 98% of other HQS deficiencies were correctly addressed. Otherwise, the PHA receives zero points.

Indicator 7 – Expanding Housing Opportunities

PHAs with jurisdiction in a metropolitan fair market rent (FMR) area will be scored under this indicator. The score is based on whether the PHA has adopted and implemented a written policy to encourage participation by owners of units located outside areas of poverty or minority concentration, as well as whether the PHA has researched and distributed information about areas of poverty or minority concentration to voucher holders.

Score: A PHA receives 5 points if it meets the following conditions. If the PHA does not meet these conditions, the PHA receives zero points.

1. The PHA has a written policy to encourage participation by owners of units located outside defined areas of poverty or minority concentration;
2. The PHA has followed its written policy;
3. The PHA has prepared maps of and information about areas that do not contain poverty or minority concentration, which the PHA uses when briefing rental voucher holders about the full range of areas where they may look for housing;
4. The PHA's information packet contains information about portability;
5. The PHA has analyzed whether rental voucher holders have experienced difficulties in finding housing outside areas of poverty or minority concentration and, if such difficul-

ties have been found, the PHA has considered seeking approval of exception payment standard amounts and has sought such approval when necessary.

Not Self-Certified (evidence of certification is required)

Indicator 8 – Payment Standards

For this indicator, the PHA is scored on whether its payment standards do not exceed 110% and are not less than 90% of the current applicable published FMRs (unless a higher or lower payment standard amount is approved by HUD). The PHA submits the FMRs and payment standards in the SEMAP certification form.

Score: The PHA receives 5 points if the payment standards are between 90 and 110% of the FMRs, and zero points if they are not.

Indicator 9 – Annual Reexaminations

The score for this indicator is based on whether the PHA completes a reexamination for each participating family at least every 12 months.

Score: The PHA receives a score of 10 for this indicator if it certifies that it has completed a timely reexamination for over 95% of families, 5 points if it has completed a timely reexamination for between 90% and 95% of families, and zero points if it has completed a timely reexamination for less than 90% of families.

Indicator 10 – Correct Tenant Rent Calculations

The score for this indicator is based on whether the PHA correctly calculates tenant rent in the rental certificate program and the family's share of the rent to owner in the rental voucher program.

Score: The PHA receives 5 points if it certifies that 2% or fewer of PHA tenant rent and family's share of the rent to owner calculations are incorrect. The PHA receives zero points if more than 2% of these calculations are incorrect.

Indicator 11 – Pre-Contract HQS Inspections

The score for this indicator is based on the %age of newly leased units that pass HQS inspections.

Score: The PHA receives a score of 5 if it certifies that at least 98% of the newly leased units pass HQS inspections and zero points if less than 98% pass HQS inspections.

Indicator 12 – Annual HQS Inspections

The score for this indicator is based on whether the PHA inspects each unit under contract at least annually.

Score: The PHA receives a score of 10 for this indicator if it certifies that it has completed a timely inspection of over 95% of units, 5 points if it has completed a timely inspection of between 90% and 95% of units, and zero points if it has completed a timely inspection of less than 90% of units.

Indicator 13 – Lease-Up

The score for this indicator is based on whether the PHA has entered HAP contracts for the number of units reserved under Annual Contributions Contract (ACC) for at least one year. Data is entered into SEMAP by the field office. The lease-up indicator is measured by the greater of the unit or budget authority percentages.

Score: The PHA receives 20 points for this indicator if the percent of units leased or the percent of allocated budget authority expended during the last PHA fiscal year was 98% or more. The PHA receives 15 points if the relevant percentage is 95-97% and zero points if the percentage is less than 95%.

Indicator 14 – Family Self-Sufficiency (FSS) Enrollment

PHAs with mandatory FSS programs receive a score for this indicator based on whether the PHA has enrolled families in the FSS program as required and the percent of current FSS participants that have had increases in earned income that resulted in escrow account balances. The PHA provides this information as part of the SEMAP certification and the field office verifies it. If the certified mandatory minimum number of FSS units is different from the number listed in HUD records by a reasonable amount, this indicator will be scored based on the smaller number. If there is a large discrepancy between the two numbers, the field office must research the difference to determine the correct number to enter.

Score: The PHA can earn up to 10 points for this indicator.

Deconcentration Bonus Indicator

PHAs that use a payment standard that exceeds 100% of the published FMR set at the 50th percentile rent in accordance with 24 CFR 888.113(c) must submit data for this indicator, while all other PHAs have the option of submitting deconcentration data.

Score: The PHA can earn 5 points for demonstrating that a high percent of its HCV families with children live in, or have moved during the PHA fiscal year to, low poverty census tracts in the PHA's principal operating area. PHAs will not be adversely affected if they get zero points on this indicator.



MEMORANDUM

To: County Housing Board of Commissioners

Through: Shannon Koenig, Executive Director and CEO

From: Kurt Schulte, Development Officer

Date: January 14, 2025

Subject: *Development Report*

This memo provides an overview of current development activities as well as future development plans.

I. Recommendation

No Board action is required.

II. Discussion

A. Wellington Family Homes

- i. Project is approximately 50% completed and 26% occupied.
- ii. Development Director working with County to fund CDBG HVAC grant.
- iii. Management and staff continue the qualifying process for residents and notifications of former Wellston Housing Authority residents about right to return. Knight has hired a relocation specialist to ensure residents with right to return are prioritized. Units are being occupied.
- iv. Bi-weekly calls continue with County Housing and the development team to ensure construction remains on schedule.

B. Arbor Hill Apartments Redevelopment

- i. County Housing has made significant progress with the RAD and HUD loan process.
- ii. Final plans for the off-site detention area have been completed and are being priced.
- iii. County Housing is still working with Maryland Heights to finalize permit approval.
- iv. Once approvals have been given, we will proceed with firm commitment.
- v. County Housing is pushing to get this closed by the end of Q1 2025.

C. Future Development Plans

County Housing resubmitted the Peace Place and Weinman Center applications to MHDC this fall. Neither project was awarded credits. The Development team is currently reviewing MHDC's scoring of the Weinman and Peace applications to determine the next steps. We are also actively exploring other possible partnership opportunities.

D. Laurel Park Apartments

- i. On 10/31/24 County Housing replaced Whitney Management Corp. as manager, hiring several Whitney staff at the property.
- ii. The appeal of a recent failed HUD NSPIRE inspection yielded an unofficial passing score.
- iii. Exit of tax credit partner, US Bank, is underway.
- iv. Build-out of County Housing RealPage software in process for Laurel Park.
- v. County Housing team is addressing significant deferred maintenance left by Whitney, improving the residents' overall experience.

E. Project Based Vouchers (PBV)

- i. Development team will issue an RFP for up to 200 PBV in January.