



CHANGING LIVES

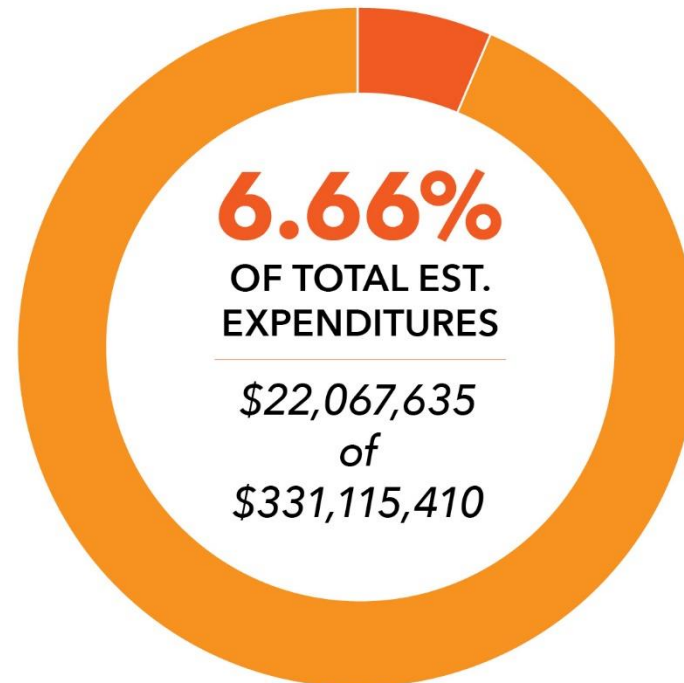
**Housing Choice Voucher
Homeless Innovations
Department Overview**

September 15, 2021

HCV AND HOMELESS INNOVATIONS

TOTAL ESTIMATED EXPENDITURES FOR 2022

HOUSING CHOICE VOUCHERS/
HOMELESS INNOVATIONS DEPARTMENTS

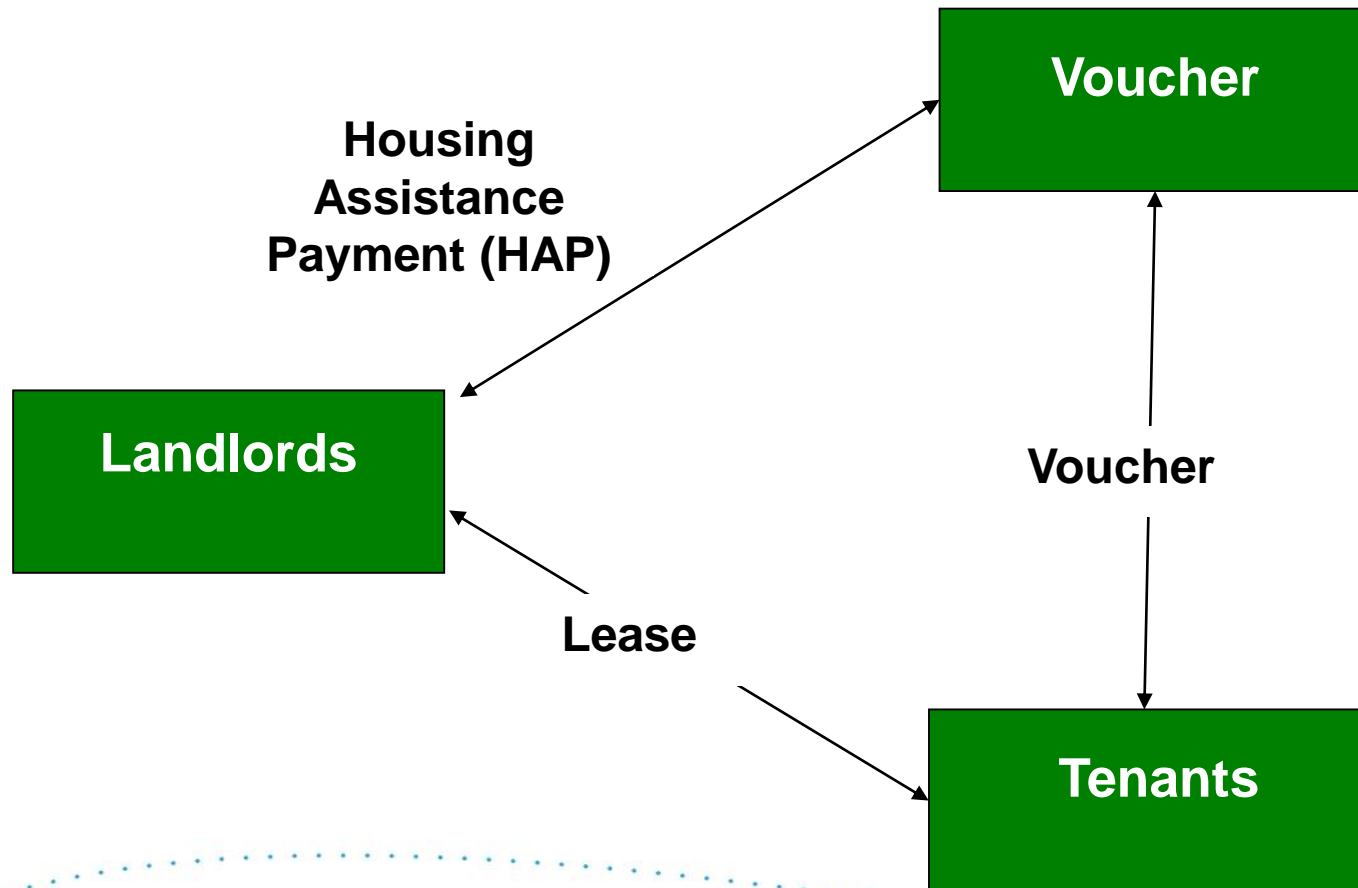




Housing Choice Voucher Department Overview

September 15, 2021

HCV: Program Overview



HCV: Mission Statement

- **A Continuous Commitment to a High Performing Program**

“We will be intentional about our task and assignments to see them through to completion and by the respective deadline date. There will be unity across units and we shall interact as one department, one agency with one common goal. We will be a high performer on our SEMAP certification. We will have excellent customer service to our customers both internal and external.”

~Laila Darby, HCV Director



HCV: Funding

2022 Funding Expectation

Housing Assistance Payment (HAP) Fund

- \$127 million

Administration

- \$13.8 million



Vouchers Serving Various Populations

- 95% Extremely Low and Low Income Families
- 36% Elderly
- 62% Disabled
- 27% Single Head of Household
- 34% Families with Children

HCV Department Overview

Intake

- Wait list management for approx. 60,000 households on eight different wait lists

Owner Services

- \$8.5 million in *monthly* HAP funds to approx. 3,800 landlords

Operations

- Process the continued eligibility of approx. 12,500 families

Customer Communication Center

- 750 daily average calls
- 350 daily voicemails

HCV: Technological Efficiencies

Customer Communication Center:

- Nextiva

HCV Waitlist Management and Intake Functions:

- Applicant Portal
 - Process initial preliminary applications
 - Applicant Updates and Changes

Continued Occupancy Active HCV Participants:

- Resident Portal



HCV: Technological Efficiencies

Owner Participation

- Landlord Portal
- Virtual Inspections
- DocuSign for Contract Signing



Zoom communications for applicants, participants and landlords.

Virtual briefings and orientations for participants and landlords.

HCV Accomplishments: 2020-2021

- **Designated 2020 HUD High Performer** - Section Eight Management Assessment Plan (SEMAP).
- Converted 118 public housing units to the RAD (Rental Assistance Demonstration) Project Based Voucher (PBV) platform.
- Additional 192 units expected to convert by the end of 2021.
- Converted another 212 public housing units to PBV platform.



HCV: Accomplishment 2020-2021

Housed 100 homeless households at La Mancha Apartments in record time as part of Project Home Key Initiative.

July, 2020: Launched the HCV Landlord Incentive Program

- **134 landlords** were added to house HCV households
- **128 security deposits** were paid on behalf of tenants.

Program is currently closed. 100% funding disbursed.

HCV: 2022 Goals and Objectives

Maintain HUD SEMAP High Performer status.

Maximize utilization of vouchers and funding.

Enhance technological features on all portals.

Continue to fine-tune the Customer Communication Center.

Prioritize the recognition of employees on a regular basis.



HCV: Dream Team

- **Program Managers:**

- Tanya Tran
- Kassie Slater
- Jose Romero

- **Supervisors:**

- Ellen Johnson
- Amanda Meyer
- Theresa Cristobol
- Alena Pavlyuk

- **Analysts:**

- Maria Avdalas
- Marc Ledet
- Ken Olson
- Kathleen Lyons



Total HCV Team
Members

86

