

**ROCHESTER HOUSING AUTHORITY
June 21, 2022
675 WEST MAIN STREET
ROCHESTER, NEW YORK 14611**



June 21, 2022

MEMBERS PRESENT

Florine Cummings, Resident Commissioner, Vice Chair
Willie Otis, Resident Commissioner
Henry Rubin, Commissioner
Rosalie Remarais, Acting Chairperson

STAFF PRESENT

Melissa Berrien
Shawn Burr
Diana Colon
Robert Croston
Pierre Dorancy
Philip D'Alessandro
Cynthia Herriott
Kimberly Huffman
Shawanna Lawrence
Mariam Rodriguez - Machuca
Shelby Simpson
Evhen Tupis
Harolda Wilcox

OTHERS PRESENT

H. Todd Bullard, RHA Legal Counsel
Amy Blum, Tipping Point Communications

Commissioner Rosalie Remarais called the June Rochester Housing Authority (RHA) Regular Board Meeting to order at 12:10 pm. It was noted for the record that notice of this meeting was posted as required by law and that there was a quorum present.

1. Open Forum – Public Comments

There were no Public Comments.

2. Approval of Minutes: April 2022 Regular Board Meeting Minutes

Commissioner Cummings moved, and Commissioner Otis seconded the motion to approve the May 2022 Regular Board Meeting Minutes Commissioner Remarais, Commissioner Rubin, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed four to zero.

3. Director's Report and Board Approval Requests

a. Executive Director, Shawn Burr, presented his director's report as follows:

Mr. Burr would like to



to

recognize Staff across the Authority who continue to go above and beyond to ensure our quality services are performed and resident and participant needs are taken care of, especially during this long-lasting pandemic! They continue to do a remarkable job day in and day out!

RHA continues to monitor the pandemic conditions. The Executive Team monitors current conditions daily and meets weekly to review and discuss our processes.

Mr. Burr stated that our 117 Emergency Housing Vouchers by HUD as a result of the RESCUE Plan, 114 have been issued in accordance with the process we developed with the Continuum of Care. We have housed 72 applicants so far and 42 are searching for housing. The RHA team has done a great job implementing and continues to assist those looking for units. HUD will be reallocating unused EHV's in the near future, but no word yet.

Mr. Burr gave an update on Our Community Choice Demonstration RHA Team is working very hard on this with the HUD team. The RHA Team continues to move the project forward meeting regularly with HUD and its consultants. We have a contract under review with legal that will be one of the next steps.

Mr. Burr shared that Trillium's COVID testing/Primary Care services for our residents continue with May's schedule moving along. We will be continuing our partnership and expanding services where we can. Melissa and Harolda are also working together to facilitate COVID Booster clinics at our sites in partnership with the Health Dept and will update in their reports.

Mr. Burr stated that the staff continues to be involved in community projects and report on them in their Board reports. RMAPI Housing Committee which will now be a Housing Working Group which will focus on our community's full housing system, City FEC Program Initiative, Connected Communities Housing Committee, Private Sector Rental Market Study, RUBI and Benefits Cliff Project are a few that are in the works. I really appreciate their efforts in representing RHA on critical projects in our community and their extra efforts are commendable.

Mr. Burr shared that our Strategic Planning Team will be meeting again to finalize the Goal Tracker. We will roll out the Plan at our Town Hall meeting in July.

Mr. Burr shared that the Annual Plan draft has been circulated to you and will be presented as the final draft at the Board meeting. Once approved, we will submit to the HUD Field Office for their review and approval

Mr. Burr continues to participate on the Mayor's Quality Housing Task Force, and we are hosting the in-person meetings here at RHA. They have met weekly, collected a lot of data, and defined. We are currently fine-tuning our draft recommendations and will be presenting them to the mayor next Friday. Mr. Burr is very excited to be part of this and appreciates our staff's perspectives along the way.

The final draft of the North Inner Loop Planning project can be found here: [Inner Loop North | Transformation Study | Rochester, New York](#)

Mr. Burr also participates in the "Peer Cities Challenge" on the Rochester team. I had been asked to be part of the Rochester team when the City submitted the application, and now we are off and running! Rochester was one of nine cities selected to participate. The Challenge connects cities through a series of meetings and resources to learn from each other on what is working and not working relative to the housing needs of the respective communities in an effort to advance housing goals. We meet regularly, and it is great to hear what other Cities are doing. [Housing Solutions Lab Announces Peer Cities Network Selections – NYU Furman Center](#)

RHA is also participating in discussions on how we can implement a "Public Housing – Public School Partnership" that addresses homelessness in school-age children and their families. Boston has implemented a successful model, and we are looking at how that could work here in Rochester. The team continues to meet and strategize on how we can implement something like that in Rochester. [Boston Housing Authority - Boston Housing Authority](#)

NYS PHADA Update: The Legislative Committee continues to work hard on advocating at the State level for funding for PHA's, especially upstate. The recent push is for more ERAP funds for upstate PHA's as we all have significant arrears continues, and RHA is lucky that the City and County did such a good job administering these funds.

Measuring Resident Agency

The Stewards of Affordable Housing for the Future have created a guide to help "outline measures and data gathering practices" that may "amplify resident voice and agency." The guide is titled "Measuring Resident Voice in an Affordable Housing Setting: A Set of Guiding Questions to Move Forward." The measures suggested by the guide fall into four categories. The categories were chosen based on how prevalent they were in current research, their relevance to the affordable housing industry, and their applicability to the affordable housing industry. In each category, the guide presents a few paragraphs on why the category is important, some suggested questions on how to think about the category for organizational staff, and some suggested questions to ask residents. The categories covered by the guide are the following:

- Resident Satisfaction – the guide notes that assessing resident satisfaction is a way to check if resident needs and safety are being met, which are needed, if additional and deeper resident engagement is to be had.

- Social Cohesion – the guide defines this as “connectedness among residents” and notes that it can provide insight into a property’s culture, especially around “neighborliness and collaboration.”
- Resident Power – the guide notes that this is important because it can help determine what a property remodel can look like or how operations and service delivery can be changed. It is the “ultimate outcome of exercising agency and voice.”
- Civic Engagement – the guide gives examples of this as “volunteering, attending public hearings, and voting” and notes that these activities have served as indicators of community participation.

b. Board Action Requests

- i. Bulk Purchase High-Efficiency Furnaces - Authorized the Executive Director to award the contract to ABR Wholesaler’s for the sum of \$37,703.00 (one time) – Capital Projects

Commissioner Rubin moved, and Commissioner Cummings seconded the motion to approve this request. Commissioner Remarais, Commissioner Rubin, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed four to zero.

- ii. Bulk Purchase Power Vented Hot Water Heaters - Authorized the Executive Director to award the contract to ABR Wholesaler’s for the sum of \$50,320.00 (one time) – Capital Projects

Commissioner Cummings moved, and Commissioner Rubin seconded the motion to approve this request. Commissioner Remarais, Commissioner Rubin, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed four to zero.

- iii. Strategic Plan- Authorized the Executive Director to implement the RHA the New RHA 2022 – 2027 Strategic Plan – Authority Wide

Commissioner Otis moved, and Commissioner Cummings seconded the motion to approve this request. Commissioner Remarais, Commissioner Rubin, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed four to zero.

- iv. Agency Annual Plan 2022 – 2023 - Authorized the Executive Director to submit the Plan to HUD – Authority Wide

Commissioner Rubin moved, and Commissioner Cummings seconded the motion to approve this request. Commissioner Remarais, Commissioner Rubin, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed four to zero.

- v. Bronson Ct. Site Renovations Ph I-Reroofing - Authorized the Executive Director to award a contract to Gatti Remodeling for \$399,100.00 – Capital Projects

Commissioner Rubin moved, and Commissioner Cummings seconded the motion to approve this request. Commissioner Remarais, Commissioner Rubin, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed four to zero.

- vi. Scattered Site Parking Lot Replacement - Authorized the Executive Director to award a contract to Taouk Development for 540,777.00 – Capital Projects

Commissioner Cummings moved, and Commissioner Rubin seconded the motion to approve this request. Commissioner Remarais, Commissioner Rubin, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed four to zero.

4. **Human Resource Coordinator Report**

Shawanna Lawrence

The Human Resource Department is continuing to implement the Strategic Plan Goal III: "Support our Employees to Enhance an Organizational Culture of Excellence" Please see the update below:

Goal III: Support our Employees to Enhance an Organizational Culture of Excellence

New employee orientation- May 2022

Welcoming the new employees is a collaborative effort that includes human resources (HR), the hiring department, and other staff. We introduced our new hires to colleagues and the organization during the orientation process and went through our benefits packages, policies, and procedures.

Recruitment Information

(1) Position- Director of Finance – Finance Department started on June 13, 2022.

Wellness Initiatives- May 2022

The Wellness Committee submitted its monthly newsletter to staff which focused on National Employee Wellness Month, provided resources, and recognized an employee for being a healthy hero.

Goal VI: Improve Internal and External communication Internship Partner

Recent Events – Employee Engagement Event May 2022

We had an employee event for all employees and commissioners at Radio Social on May 26, 2022.

5. Compliance, Inclusion, and Diversity Officer's Report Cynthia Herriott

Inclusion

- COVID Strategy – We continue to work with community partners to facilitate addressing resident needs around vaccinations, testing and education.
- Language Access Plan- The Diversity and Inclusion Committee is working on a Language Access Plan to adopt new procedures and to work with community organizations and Language Access Liaisons to identify opportunities to enhance RHA services.
- Acknowledgments- The Diversity and Inclusion Committee has acknowledged a number of cultural celebrations. Next Juneteenth, there will be an outdoor cultural food festival and other activities on June 17 at 675 W. Main.
- PH On-Site Mini Libraries- The Diversity and Inclusion Subcommittee is in the early stages of developing On-Site Mini Libraries for Public Housing residents. These books will promote diversity and inclusion as well as growth, literacy, and empowerment.

Compliance

- **Fraud Investigations**
 - **Leasing Operations:** Repayment agreement payment totals YTD as of May 2022, \$32,463.69 collected, (with a total of \$7,431.00 collected in May 2022). A total of **\$437,688.29 has been collected to date.**
 - **Public Housing** Repayment agreement totals YTD for Vacated Arrears and Collection Loss as of May 2022: \$2,567.90 collected, (with a total of \$784.00 collected for May 2022). A total of **\$71,793.75 has been collected to date.**
- **Termination Hearings**
 - **Leasing Operations** – 19 Participant Hearings Scheduled: 7 upheld (1 due to “No Show”), 6 overturned, 1 re-instated, 4 adjourned & 0 withdrawn
 - **Public Housing** - 0 Participant Grievance Hearings Scheduled: 0 withdrawn; 0 upheld; 0 overturned, 0 reinstated & 0 adjourned

Operations

- **Case Management** –
 - Program Violation Referrals Outstanding – 1,378 (Previously 1,386)– which is a total to date since 2015. Due to staffing shortages, program violation referrals will be temporarily on hold. Compliance is working with HR to fill the positions.
 - Overpayment Calculations – A team of Staff members developed a consistent formula for this protocol that can be used authority-wide. Kudos to Katherine Fonticiella, Harolda Wilcox, Pierre Dorancy, and Lisa Tarantello. The new procedure is complete and in effect.
 - C. Herriott is working with the Housing Court Committee to implement a guardian protocol for participants with behavioral health issues.

- **Rochester Housing Charities (RHC)** – Commissioner Florine Cummings and Deputy Executive Director Cynthia Herriott serve as RHA’s ex-officio representative on the RHC Board of Directors.
 - Both attend monthly board meetings.
 - Board member recruitment for RHC is ongoing, and staff is working on Board training.
 - The IDED will work with the ED to schedule a retreat with both the Rochester Housing Authority and Rochester Housing Charities once Board members are in place.
 - RHC is finishing up an audit.

- **Audit and Review** – The IED works closely with Legal Counsel to address areas in need of assessment within RHA. (*Executive Session for any requested reporting*)
 - Most Compliance Audits are temporarily on hold until vacant positions are filled. The IDED has conducted several small-scale audits.

- **Public Safety** – Please see the Activity Chart for Public Safety.
 - Public Housing staff is working on an incident involving an incident where a man was assaulted at Hudson Ridge Tower on 6/1/22.
 - A tenant whose daughter was banned from RHA property was letting her in and is being served with eviction.

- **Current Actions:**
 - On 2/28/2022, a security guard responded to a domestic dispute at HRT, which resulted in the resident pushing the security guard. We currently are in the termination process with no right to a hearing due to the nature of the violation.

6. **Finance**

Sinclair Carrington

Mr. Burr reported the monthly Finance Report, the actual vs. budgeted figures, and variances for year-to-date through April 30, 2022, for the COCC, Public Housing, and Section 8 Operating Income and Expenses.

7. **Information Technology Report**

Evhen Tupis

Resident Computer Labs & JWRC Office Technology Survey + Remediation

Background: COVID-19 has caused computers to be largely unused and, as a result, “behind” in regular software updates and maintenance.

Actions: IT is in the process of sweeping through all resident labs and JWRC offices to assure all systems are complete and functional.

Future Planned Action: Complete the activity and assess future needs.

Computer Network Modernization (14 sites)

Background: All modern business and security systems rely on both a robust building-to-building and building-to-Internet network. Our Internet service was upgraded last year.

Equipment to upgrade our building-to-building network has been on back-order and is just now arriving.

Actions: This non-trivial upgrade of our building-to-building networks is scheduled to occur over a 10-day period starting Monday, July 11, and spearheaded by RHA Systems Engineer David Browning.

Goal: Establish a foundationally sound network that will support more services, including video safety, updated telephone system, and updated access control systems.

Telephone System Modernization (14 sites)

Background: RHA has maintained an antiquated, legacy, overpriced telephone service from Windstream, along with legacy and underperforming telephone systems in each of our buildings that used those Windstream services. In preparation for updating to more modern and public-friendly telephone services, we are undertaking a multi-phase approach.

Actions: RHA is in the process of moving from Windstream services to Frontier. Doing so will stabilize existing telephone services and reduce their cost until a more robust upgrade of telephone services is possible.

Future Planned Action: Upon completion of the Frontier migration and the *Computer Network Migration* (noted above), RHA will pursue an RFP to provide modern telephone services and eventually sunset even the Frontier circuits and costs.

Video Safety and Access Control (14 sites)

Background: RHA's sites have relied upon an outdated video safety system that is both difficult to use and costly to maintain. Many of our sites have "blind spots" that are not covered properly and coverage that is of poor video quality. Initial work was done by **Cynthia Herriott** and assigned to IT to carry forward during her absence.

Actions: A wide range of stakeholders have provided input (including Property Managers **Christal Webb**, **Jesse McCarthy**, Director **Harolda Wilcox**, JWRC members, and **AP Security**) to gather information on both the desired coverage and places with adequate electric and connectivity (with thanks to Master Electrician **Thomas Schlegel**). That input is presently being assembled into an RFP-ready document to seek solutions in the competitive market.

Future Planned Action: CHA Consulting has been engaged to assemble RFP, release, evaluate, and recommend its award.

HCV/Section 8 Document Archive Scanning

Background: The HCV/LO/Section 8 office houses paper-based resident records in two large storage rooms and several offices. The volume of paper involved makes records management difficult and time-consuming. Converting to electronic records would add efficiency and enhance the resident experience with RHA.

Actions: Last year, an RFP was awarded to a company to scan all documents to PDF, allowing LO staff to upload them to TenDocs, the electronic document storage system of MRI/WinTen2+. LO staff taking the lead have included **Marvel Carter-Shaw, Cheryl Wilcox, Hemily Sotomayor** and **Pierre Dorancy**. Additionally, IT has provided document scanning equipment for LO staff to allow them to scan new paper documents and upload them.

Future Planned Action: Allow the process to continue until complete and continue to utilize temp staff (LO is understaffed, too) to upload scanned documents.

Administrative WiFi Modernization

Background: Laptops have replaced desktop computers and staff is now able to access RHA data securely from remote locations. Our in-building Wi-Fi services are old, outdated and in poor condition.

Actions: This is a placeholder for a future initiative to update our in-building WiFi coverage to allow for easier mobility when staff requires it.

Future Planned Action: Complete the mapping out the areas where administrative WiFi is needed, and create and release an RFP to provide those services.

MRI Tenmast/WinTen2+ Migration to Tenmast/Citrix

Background: RHA's "core data management system" is called WinTen2+. It contains Finance, Resident, Program Participant, Procurement, and Maintenance records. Both the system and its data has been hosted on a computer at 675 West Main Street. Modern best practices for organizations of our type and size suggest securing these resources "in the cloud", in better-hardened and redundant commercial data centers.

Actions: WinTen2+ has been migrated to dual-redundant MRI-owned data centers in Chicago and Atlanta. This process has taken a year to fully accomplish with minimal impact on RHA staff. This strategy supports RHA's business resilience, data safety, and staff mobility needs, as well. Future Planned Action: Work through final items to "polish" and mark as "completed"

Self-serve Kiosks

Background: RHA subscribes to several "portals" that allow residents to interact with us electronically. However, not all residents have computers to access them.

Actions: RHA's Leasing Operations department searched for and identified a kiosk solution that the IT department has secured for placement at both 675 West Main Street and 270 Lake Avenue.

Future Planned Action: IT to perform initial technical setup and LO "super users" to define how the kiosks shall be configured (by the vendor) for full integration into RHA workflows. IT will coordinate vendor training services for LO "super users" and allow LO to launch an informational campaign for residents to use them.

Affordable Internet for Residents

Background: Renovations and *new* construction projects are graded higher in priority when Internet services are provided to residents; the term "provided" is still being defined at legislative levels. Proactively, **E.D. Shawn Burr** asked IT to explore the possibility of supplying Internet services to *existing* residents at a lower cost.

Actions: An initial study of the "present state of resident Internet adoption" has concluded. A summary of the results is attached. This was designed to provide basic business intelligence from which to plan and work. See "In parallel" below as a learning outcome.

Future Planned Action: Determine and evaluate sustainable strategies for providing desired services to our residents. As an immediate measure, launch an awareness and coaching campaign to qualify as many residents as possible to take advantage of a \$30/month federal Internet subsidy. Contractor Hunt Engineering has been engaged to assist with this activity.

Department Matters

Technical staffing levels remain at 25% of functional capacity, with 1 of 4 positions filled.

Innovative Technologies (a contractor) has been engaged in a technical support agreement in alignment with the Board approval that was granted at the May 2022 meeting. Their added value is being monitored and assessed regularly.

8. Public Housing Report

Harolda Wilcox

Public Housing Activities:

- Starting to see progress with the dumpster at Bronson Court, hopefully, basements will be clean enough for Capital Projects to start on the furnaces and hot water tanks.
- Public Housing staff participated in the United Way Day of Caring on Thursday, May 19th. Care packages were assembled for individuals that are victims of human trafficking.
- The new No Trespass Policy will be presented to the Board in July.

Public Housing Matters:

Staffing

We still have open positions in Public Housing currently. With the number of vacancies and the length of the vacancies, it continues to take a toll on the current team members.

Currently, available team member positions are listed below:

- **Scattered Sites:** One Housing Specialist: vacated 10/07/20 posted-- still waiting for an eligible applicant,—Property Manager hired; will begin June 27th.
- **North Zone:** One Clerk, **waiting for an eligible applicant**
- **Central Zone:** One Clerk, vacated 2/22/22; One Housing Specialist.
- **APC:** One Housing Specialist, vacated 7/31/20 – **waiting for an eligible applicant**

The **TEAM** continues to do an **excellent** job of keeping things moving.

- The Property Managers walk their sites and regularly meet with the maintenance staff to address issues.
- Property Management and Maintenance Staff are working very well with Capital Projects staff on our current projects and those in the pipeline.

COVID Matters:

- Building Security – RHA visitor restrictions are still in place, with visitation hours from 7:00 am to 11:00 pm. Residents and visitors are required to wear masks when outside of their units. Everyone is encouraged to social distance. Resident notices have been delivered, reminding of current restrictions and safe practices.
- Residents – Partnership with Foodlink is still providing food to those seniors in need.
- Disinfection of the main lobby areas, elevators, and door handles is performed in-house with the Purus system.
- Community rooms reopened effective April 4, 2022, for Resident Council meetings only. Community Room Protocols sent to Resident Council presidents. Notices to residents of optional mask-wearing.
- Offices continue to receive residents by appointment only. Residents will always need to wear facial coverings for scheduled appointments.

RENT ARREARS

- To avoid eviction and to assist residents in becoming current with rental arrears, the team will have the resident sign a repayment agreement along with applying for the Emergency Rental Assistance Program (ERAP).
- RHA Public Housing department Received \$9,129.45 in EPPI 2.0 monies for May 2022.
- **As of May 31, 2022, the total delinquent rent amount owed is \$350,513.08, which is an increase of \$612.76 from April.**
- **13 5-day notices were sent via certified mail on May 13, 2022**
- **11 30-day notices were served by the City Marshal between May 3rd and May 27th**
- **We are working diligently with residents to address arrears in lieu of court proceedings. As of May 31,, 2022, RHA has entered into 44 repayment agreements.**
- **We are still encountering vacant units where the resident has skipped out.**

MISCELLANEOUS ITEMS

- Kennedy Tower Rehabilitation –Completion of the 5th floor is delayed due to flooring issue– The rest of the building is complete
- The Property Management office continues to offer applicants several methods to view a unit, e.g., virtual, email & text pictures, solo unit showings (staff will wait outside of the unit as the applicant walks through the unit).

Application Processing Center:

Waiting List Management:

- APC will reopen the 1-bedroom wait list on/by July 18, 2022
- APC pulled 320 applicants from the waitlist in May for studio and 1 bedrooms only.
- APC will no longer extend any offers to fill Glenwood Gardens Apts vacancies due to pending RAD conversion

Online Applications:

- APC continues to accept online applications for studio apartments only with no issues.
- Reviewed the current wait lists: determined that the current waiting period for the oldest application on the 1 bedroom waitlist is 28 months (oldest: 2/20/20). Application Processing Center has been pulling 200-400 1 bedroom applications every month since February to address the 1 bedroom vacancies. At this rate, we will have exhausted the waitlist by September 2022; therefore, APC will reopen the 1-bdrm waitlist on/by July 18, 2022.

Unit Offers:

- APC Manager is extending offers to 'ready drawer' applicants to fill vacancies. This process is slower than desired because the manager has absorbed most of the responsibilities from the staff vacancy in APC, reduced staff hours, and extended of applicant's response time due to covid.
- Current applications in Screening and Intake Phase as of 5/31/22

Currently being screened - 12 applications

- Studio/1 bedroom – 10 applications
- 2+ bedrooms – 1 applications

Currently going thru intake (w/Intake Specialist): 64

- studio/1-bedroom – 35 applications
- 2+ bedrooms – 29 applications

9. Maintenance Report

Robert Croston

○ **Vacant Unit Report**

The Maintenance Department is continues working hard to keep up with the number of new vacancies. The numbers are still high on move-out and skip-outs, but Maintenance will continue to make rehabs a high priority to provide Public Housing units to rent for our new residents.

○ **Staffing Updates**

We have hired two new Maintenance Laborers and continue to do any interviews that Human Resources brings to the Maintenance Department.

○ **Site Beautification**

- Maintenance and Public Housing Departments has started working together on a program to continue the upgrade of the outside of our sites. Including refreshing the mulch at buildings and more planting of perennial flowers. This will raise the curb appeal of RHA sites and continue our commitment to changing the face of Public Housing.
- Commissioner Cummings found a program through The City of Rochester to provide the residents with plants, dirt, and mulch to set up gardens in front of the houses. Working with an ex-RHA employee who volunteers for the City of Rochester on this program, we started planting gardens at Lena Gantt and William Warfield on 6/4/2022. We are hopeful that if it is successful, we could expand this program to other sites next year.

Signs for the Trucks

- We have received, and installed signs on the RHA work trucks looking for help.
- We have purchased a plumbing vehicle to replace the old one still in the shop.

○ **REAC coming to RHA**

REAC has started back up and inspected three sites at RHA the week of 5/30 - 6/3/2022. We have also received dates for sites in the North Zone coming up in June.

10. **Leasing Operations Report (Section 8)**

Cynthia Herriott

Leasing Operations Matters:

1. The Administrative Plan language changes have been approved. Staff is working on implementing the changes. Robocall will be used to notify participants and landlords of the changes that affect them.
2. Currently, there are 1,818 active applicants on the Housing Choice Voucher Waiting List.
3. Leasing Operations' voucher and funding utilization goal is between 95% to 98%. **We are currently at 88.64% utilization of vouchers and 102.22% utilization of funds.** Leasing Operations Department has a Leasing Plan for 2022 to fully maximize HUD funding for Housing Assistance Payments. From 1/1/2021 to 12/31/2021, we issued 687 HCV Vouchers. Staff continues working overtime to issue vouchers and maintain utilization.
4. The monthly inspection goal is 780-960. **The Inspection Unit conducted 715 inspections for the month of May.**

HUD Community Choice Demonstration (formerly Mobility Demonstration)

As previously reported, RHA was one of nine (9) PHA's selected to join the HUD's HCV Mobility Demonstration Program. The program is now known as Community Choice