

FY 2024 PERFORMANCE PLAN

| Housing Choice Voucher Program | | EID/HAB | Vanessa Street x1455 |
|--------------------------------|---|---------|----------------------|
| Program Purpose | Subsidize low-income families’ rent so that they can afford to live in safe, decent, and sanitary housing in Arlington. | | |
| Program Information | <ul style="list-style-type: none">• Program components include eligibility determination and recertification, wait list management, and annual housing inspections.• Participants are Arlington County residents who meet income requirements and include families with and without children, people with disabilities, and seniors.• Participants pay approximately 30% of household income toward rent (minimum rent of \$50 for participants with zero income).• Average annual income for participants is as follows:<ul style="list-style-type: none">◦ Families: \$27,430◦ People with disabilities: \$17,789◦ Seniors Age 62+: \$21,612• Average monthly tenant payment is \$472.• Average monthly rental assistance is \$1,222.• Program is 100% federally funded. According to federal guidelines:<ul style="list-style-type: none">◦ 75% of new families admitted to the program must have an income under 30 percent of the area median income (“extremely low income”)◦ 25% must have income under 50 percent of area median income (“very low-income”)• The program is assessed by federal Section Eight Management Assessment Program (SEMAP) quality indicators. Arlington’s program expects to be designated as a SEMAP High Performing Agency.• Scores on 13 of the 14 SEMAP indicators are above the passing threshold.• The program cost for vouchers was \$23,787,476 in FY 2024. | | |
| Service Delivery Model | <ul style="list-style-type: none">• Housing Quality Standard (HQS) annual inspections were suspended in April 2020 – June 2021 and virtual inspections were conducted for new move-ins due to COVID. In July 2021, the HCVP resumed the regular on-site inspections for all annual renewal and initial move-in.• A hybrid (remote and in-person), model of service delivery was performed in FY 2023 for all activities except unit inspections. Regular in-person unit inspections were reinstated in July 2022 and continued through FY 2024.• A hybrid model will continue throughout FY 2025. | | |
| PM1: How much did we do? | | | |
| Staff | <p>Total of 14.1 FTEs:</p> <ul style="list-style-type: none">• 1.0 FTE Executive Director• 1.0 FTE Program Supervisor• 1.0 FTE Inspections Coordinator• 2.0 FTE Housing Choice Voucher Specialist II• 1.0 FTE Management and Budget Specialist• 5.0 FTEs Housing Choice Voucher Specialists• 0.5 FTEs Accounting Technician II• 1.0 FTE Inspector• 1.0 FTEs Administrative Technician• 0.6 FTEs Management Analyst | | |

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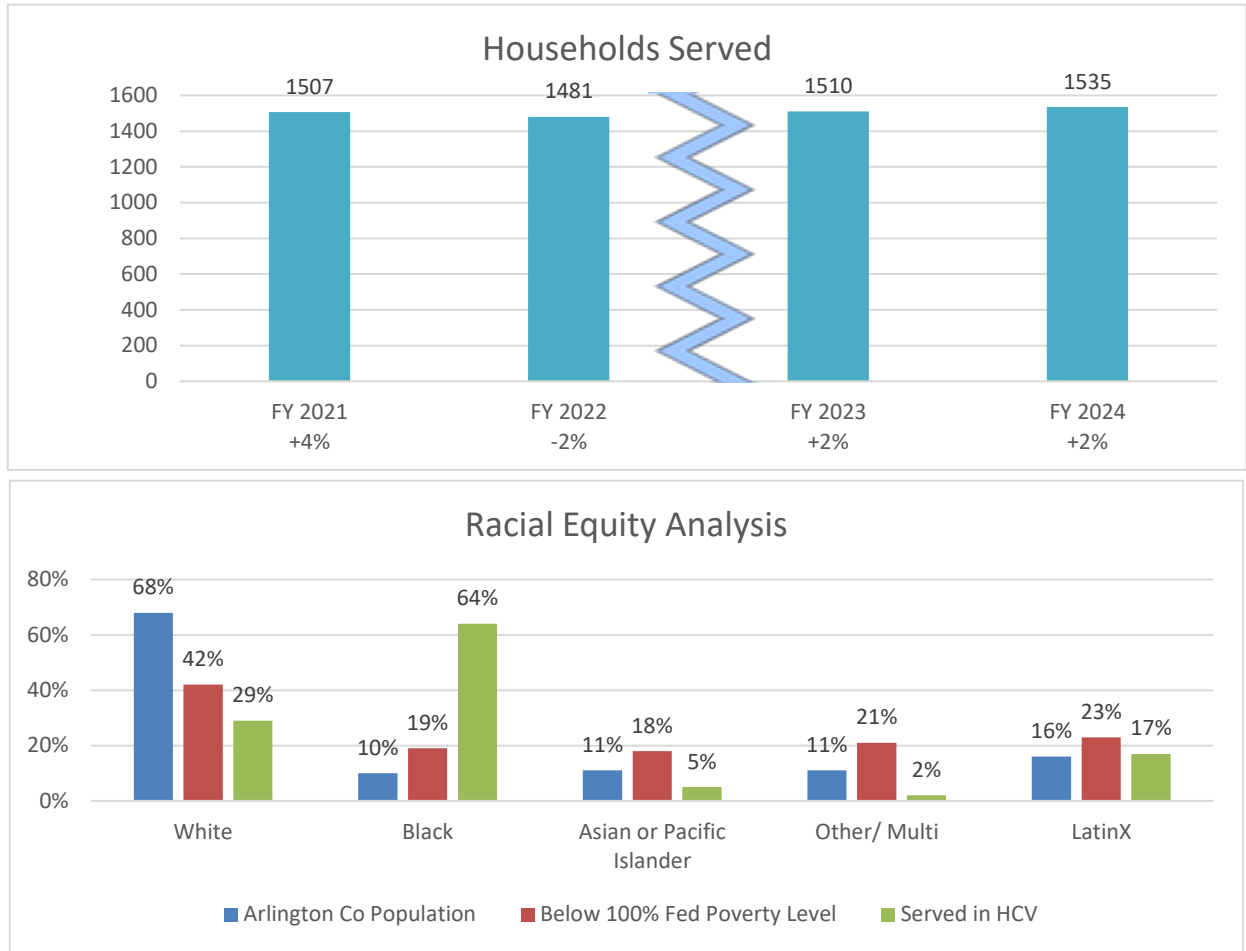
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|-----------------------------|--|--------------------------------|---|----------------------------------|-------------------------|------------------------------|
| | | | | | | |
| Customers and Service Data | | Total Households Served | Families (Non-Elderly/ Disabled) | Persons with Disabilities | Seniors Aged 62+ | Inspections Completed |
| | FY 2021 | 1,507 | 682 | 225 | 600 | 115* |
| | FY 2022 | 1,481 | 671 | 251 | 559 | 1,664 |
| | FY 2023 | 1,510** | 657 | 265 | 588 | 1,769 |
| | FY 2024 | 1,535** | 706 | 230 | 599 | 1,996 |
| | * COVID-19 Pandemic necessitated the suspension of annual recertification inspections in March 2020 -June 2021. FY 2021 inspections total reflects virtual inspections for new move-ins only. ** Prior to FY 2023 the Households Served did not include Mainstreams Vouchers, Emergency Housing Vouchers, State Rental Assistance Program vouchers (SRAP), and Housing Opportunity for Person with Aids (HOPWA) vouchers. | | | | | |
| PM2: How well did we do it? | | | | | | |
| 2.1 | Initial applications and recertifications processed accurately | | | | | |
| 2.2 | Processing times for eligibility determination | | | | | |
| 2.3 | Effectiveness of services to landlords | | | | | |
| PM3: Is anyone better off? | | | | | | |
| 3.1 | Increase in amount of money available for non-rental expenses | | | | | |
| 3.2 | Inspection deficiencies corrected | | | | | |

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|----------------|----------|-------------------------|
| Measure | 1 | Total households served |
|----------------|----------|-------------------------|

Data



Data Summary

- Between FY 2021 and FY 2024, the number of Housing Choice Voucher households has remained fairly consistent.
- Prior to FY 2023 the Households served did not include the 52 Mainstream Vouchers, the 36 Emergency Housing Vouchers, the 10 State Rental Assistance Program vouchers (SRAP), and the 7 Housing Opportunity for Person with AIDS (HOPWA).
- Year-end total does not consider households at various stages in the lifecycle of the HCV Program (pending lease-up, temporary holds/late recertifications etc.).
- FY 2024, Racial Equity Analysis data continues to reflect disproportionalities among families served in the Housing Choice Voucher (HCV) Program as compared to Arlington's population and families below the federal poverty level in Arlington. Arlington County demographic indicates 68% white and 10% black population, the HCV indicates 64% black, and 29% white population although 42% of the white population is reported to have income below the federal poverty level. This data includes families served that were ported-out to other jurisdictions.

What is the story behind the data?

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- Prior to FY 2023, PMP indicators only reflected Arlington County’s base Federal Housing Choice Voucher allocation. During the FY 2024 budget cycle, the County’s Department of Management and Finance requested the program report on all allocated vouchers operated under the program, regardless of funding source or specialized program type. Beginning FY 2023, HCV activity includes all voucher types.
- In FY 2024, the program maintained a monthly average of 10 vouchers that were ported out to other jurisdictions and were billed for the expense. There were no vouchers absorbed by the receiving housing agencies.
- As of the end of FY 2024, of the 52 Mainstream vouchers awarded, 38 were leased, 2 were searching for units. The Housing Choice Voucher Program (HCVP) is now accepting referrals from the Continuum of Care (CoC).
- The budget utilization at the end of fiscal year was 100%; however, the unit leased utilization was approximately 89%. The HCVP was awarded 36 Emergency Housing Vouchers (EHVs) under the American Rescue Plan Act in FY 2021. These permanent emergency vouchers are for homeless households, at risk of homelessness, and domestic violence homeless individuals/family. All 36 vouchers are leased.
- The process of purging/updating the waitlist started in August 2022. The current general HCVP waitlist is depleted; however, there were 36 families with vouchers searching for units and a small pool of applicants that were being processed for eligibility at the end of the fiscal year.
- Of the 50 Family Unification Program (FUP) vouchers, 47 (2 families ported to another jurisdictions) are leased. Child and Family Services have made new referrals to replace the vacate vouchers.
- Under the Commonwealth of Virginia’s Consent Decree with the Dept. of Justice, 7 individuals with developmental disabilities, previously from state training centers, continue to be served.
- Of the 15 Veteran Affairs Supportive Housing (VASH) vouchers, 14 veterans currently leased units and one participant is searching for housing.

| Recommendations | Target Dates |
|---|---|
| <ul style="list-style-type: none"> • In partnership with Child and Family Services, continue to provide rental subsidies through FUP. • Continue to work closely with the Department of Veterans Affairs Medical Center and the Continuum of Care to provide referrals and supportive services to the veterans for the VASH Program. Request an additional 15 VASH vouchers to address the increasing homeless veteran population. • The HCVP Waitlist was opened in September 2023 and 5,000 applications were selected through a computerized lottery. Several attempts to process the applications indicated that the applicants could not verify the preferences claimed. The Waitlist should continue to be updated at least twice a year. • The HCVP received authorization from the Department of Housing and Urban Development to transfer 141 Tenant Protection Project Based Vouchers at Culpepper Garden from Fairfax County effective July 1, 2024. The HCVP must continue to manage the vouchers in accordance with the Federal and County requirements. • Consider adding a comparison population of homeless clients to the racial equity analysis. | <ul style="list-style-type: none"> • On-going • On-going • On-going • On- going • FY 2025 Q4 |

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|---|--|
| <ul style="list-style-type: none">Arlington County entered into a Memorandum of Agreement with Commonwealth of Virginia Department of Behavioral Health and Developmental Services to administer 10 State Rental Assistance Program (SRAP) vouchers for individuals/families with developmental disabilities as defined by the Code of Virginia. There are slight differences in the requirements for SRAP as compared to the HCVP. The HCVP must continue to ensure that States requirements are adhered to. | <ul style="list-style-type: none">On-going |
| Forecast | |
| <ul style="list-style-type: none">For FY 2025, the number of families served is projected to increase by 9%, to 1,676 due to the addition of 141 Tenant Protection Vouchers to the total allocation. | |

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Housing Choice Voucher Program

Measure

2.1

Initial applications and recertifications processed accurately

Data



Data Summary

- Accuracy rates for both initial applications and annual reviews exceeded the Section Eight Management Assessment Program (SEMAP) high performer performance standard of 90% in FY 2014-FY 2024.
- 100% of initial applications are reviewed by program supervisors. The chart includes data on all reviews based on information in the federal data systems.

What is the story behind the data?

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- In FY 2024, the accuracy rate for initial applications was 100% and annual reviews was 100%. The accuracy rate is determined by the total audits completed for SEMAP and the quality control reviews from the supervisors.
- Monthly quality control reviews were conducted throughout the year.
- Monthly HUD reports are also generated to validate the accuracy rate.
- The HCVP Waitlist was opened in September 2023 successfully utilizing the Rent Cafe on-line portal. This was the first time the Waitlist was opened in twelve years. A total of 19,374 applications were received over a 10-day period. A computerized lottery generated a final selection of 5,000 applications.

| Recommendations | Target Dates |
|---|--|
| <ul style="list-style-type: none"> • Continue to adhere to the updated SOP for the Quality Control Process that requires that Housing Specialists maintain a 98% proficiency rate. • Continue to enhance the features in the Landlord Portal and educate the landlords. • Open a Resident Portal to enhance access. • Continue to update the waitlist annually. When or if it is determined that funding is available to offer vouchers to applicants on the waitlist, the processing time will be decreased if an updated waitlist is maintained. • Continue to maintain a preliminary ready pool of applicants that can be processed quickly when it is determined that the utilization and funding would allow this. • Continue to initiate annual reviews 120 days in advance. This enables participants to maintain housing and is in accordance with the regulatory standards established by HUD. | <ul style="list-style-type: none"> • On-going • On-going • FY 2025 Q4 • On-going • On-going • On-going |
| Forecast | |
| <ul style="list-style-type: none"> • In FY 2025, the accuracy rate is projected to be 100% for initial applications and 98% for annual reviews. | |

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Housing Choice Voucher Program

| Measure | 2.2 | Processing times for eligibility determination | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|-------------|-------|------------|---------|-------|------|---------|-------|------|---------|---------|------|---------|---------|------|-------------|-------|------------|---------|--------|------|---------|--------|------|---------|--------|------|---------|--------|------|
| Data | <div><div><h3>Initial Applications Processed Within 60 Days</h3><table><thead><tr><th>Fiscal Year</th><th>Count</th><th>Percentage</th></tr></thead><tbody><tr><td>FY 2021</td><td>90/90</td><td>100%</td></tr><tr><td>FY 2022</td><td>59/59</td><td>100%</td></tr><tr><td>FY 2023</td><td>159/159</td><td>100%</td></tr><tr><td>FY 2024</td><td>129/129</td><td>100%</td></tr></tbody></table></div><div><h3>Annual Reviews Processed Within 120 Days</h3><table><thead><tr><th>Fiscal Year</th><th>Count</th><th>Percentage</th></tr></thead><tbody><tr><td>FY 2021</td><td>N=1600</td><td>100%</td></tr><tr><td>FY 2022</td><td>N=1508</td><td>100%</td></tr><tr><td>FY 2023</td><td>N=1548</td><td>100%</td></tr><tr><td>FY 2024</td><td>N=1427</td><td>100%</td></tr></tbody></table></div></div> | | Fiscal Year | Count | Percentage | FY 2021 | 90/90 | 100% | FY 2022 | 59/59 | 100% | FY 2023 | 159/159 | 100% | FY 2024 | 129/129 | 100% | Fiscal Year | Count | Percentage | FY 2021 | N=1600 | 100% | FY 2022 | N=1508 | 100% | FY 2023 | N=1548 | 100% | FY 2024 | N=1427 | 100% |
| Fiscal Year | Count | Percentage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2021 | 90/90 | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2022 | 59/59 | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2023 | 159/159 | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2024 | 129/129 | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fiscal Year | Count | Percentage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2021 | N=1600 | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2022 | N=1508 | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2023 | N=1548 | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2024 | N=1427 | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Data Summary | <ul style="list-style-type: none">Timeliness rates for initial applications and annual reviews met the Section Eight Management Assessment Program (SEMAP) high performer standard of 100% for initial applications and exceeded the SEMAP high performer standard of 95% for annual reviews in FY 2014 - FY 2023. We estimate a 2024 HUD rating on or before September 30, 2024.The new initial application process includes tenants transferring and leasing a new unit during the fiscal year. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| What is the story behind the data? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <ul style="list-style-type: none">The processing time standard for initial eligibility standard is up to 60-days. Housing Specialists sometimes hold cases right up to the 60-day period when waiting on additional documentation from participant or property owner. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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- Workers must complete Annual Reviews for all on-going cases at least 30 days prior to the annual notice of rent change being sent to the participant and property owner.
- The annual review process begins 120 days prior to recertification date for the following year. Additional time would be granted to participants for extenuating circumstances or hardships to complete the annual recertification process.

| Recommendations | Target Dates |
|---|--|
| <ul style="list-style-type: none">• Continue this process. This enables applicants to secure housing and is in accordance with the regulatory standards established by HUD.• Continue to initiate annual reviews 120 days in advance. This enables participants to maintain housing and is in accordance with the regulatory standards established by HUD.• Ensure that the program's utilization rate goals are maintained in FY 2025. Ensure preliminary pool of applicants is ready for quick processing if utilization and funding would allow additional placements. Determine protocols around a possible HCVP waitlist purge, including how individuals would be notified of being purged. | <ul style="list-style-type: none">• Ongoing• Ongoing• FY 2025 Q4 |
| Forecast | |
| <ul style="list-style-type: none">• In FY 2025, the timeliness rate will be 100% for both initial applications and 100% for annual reviews. | |

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| Measure | 2.3 | Effectiveness of services to landlords | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------|---|--|-------------|------------|-----------------|---------|-----|----|---------|-------------------|---|---------|-----|----|---------|-----|----|-------------|-----------------------|--------------------|---------|-----|-----|---------|-----|-----|---------|-----|-----|
| Data | <div style="text-align: center;">Landlord Satisfaction</div> <table border="1"> <caption>Landlord Satisfaction Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Percentage</th> <th>Sample Size (N)</th> </tr> </thead> <tbody> <tr> <td>FY 2021</td> <td>83%</td> <td>30</td> </tr> <tr> <td>FY 2022</td> <td>No Data Collected</td> <td>-</td> </tr> <tr> <td>FY 2023</td> <td>75%</td> <td>16</td> </tr> <tr> <td>FY 2024</td> <td>73%</td> <td>36</td> </tr> </tbody> </table> <div style="text-align: center;">Percentage of Timely Housing Assistance Payments</div> <table border="1"> <caption>Percentage of Timely Housing Assistance Payments Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Processed on Time (%)</th> <th>Processed Late (%)</th> </tr> </thead> <tbody> <tr> <td>FY 2022</td> <td>68%</td> <td>32%</td> </tr> <tr> <td>FY 2023</td> <td>71%</td> <td>29%</td> </tr> <tr> <td>FY 2024</td> <td>79%</td> <td>21%</td> </tr> </tbody> </table> | | Fiscal Year | Percentage | Sample Size (N) | FY 2021 | 83% | 30 | FY 2022 | No Data Collected | - | FY 2023 | 75% | 16 | FY 2024 | 73% | 36 | Fiscal Year | Processed on Time (%) | Processed Late (%) | FY 2022 | 68% | 32% | FY 2023 | 71% | 29% | FY 2024 | 79% | 21% |
| Fiscal Year | Percentage | Sample Size (N) | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2021 | 83% | 30 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2022 | No Data Collected | - | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2023 | 75% | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2024 | 73% | 36 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fiscal Year | Processed on Time (%) | Processed Late (%) | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2022 | 68% | 32% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2023 | 71% | 29% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FY 2024 | 79% | 21% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Data Summary | <ul style="list-style-type: none"> Landlords are a key partner in the HCV program. Beginning in FY 2022, effectiveness of services to landlords is assessed through two measures: an annual satisfaction survey, and timeliness of initial Housing Assistance Payment. A Landlord Satisfaction survey was conducted in FY 2021 that formed the baseline going forward to measure property owner satisfaction. A new Survey was conducted in 2023, and 16 landlord/property management representatives responded to the survey that manage multi-family sites or private rentals, representing approximately 68 units leased through the HCVP. Response rate was not measured. FY 2024 there were 36 respondents during FY 2024 Landlord Survey of which cumulatively 73% were satisfied or very satisfied with service and support provided by the HCVP. Landlords were least satisfied with staff response time within 24 hours (57% positivity rate). Scores related to professionalism and courtesy and knowledge about the program were 81% and 87%, respectively. 84% landlords acknowledged that Housing Assistance Payments were delivered on time; 92% that payments were accurate; 81% that payments were sufficient | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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and adequate; 78% guaranteed 50-70% of the contract rent; 89% that the HAP is a stable financial revenue source.

- The established standard for the HCVP is to ensure that the Housing Assistance Payments are made to the property owner within 60 days of the authorized move-in.
- In FY 2024, 79% of the initial move-ins had payments made within the average 60-day authorized benchmark.

What is the story behind the data?

- In FY 2024, a total of 69% of the respondents indicated that they would recommend the HCVP to other property owners, and 25% indicated that they would recommend the HCVP to other landlords.
 - Survey Results: 75% agree HCVP team is professional and courteous; satisfied with HCVP services and support; and agree rental subsidy payments are delivered on-time.
 - 81.3% are overall satisfied with their participation in the HCVP.
 - 63% agree the HCVP team is timely in completing tasks and/or transactions.
 - 100% of respondents report HCVP subsidies provide stable financial revenue.
- There was an improvement from 71% timely move-in processed within 60 business days in FY 2023 to 79% in FY 2024.

Recommendations

Target Dates

- | Recommendations | Target Dates |
|---|--|
| <ul style="list-style-type: none"> • Conduct annual property owner satisfaction survey to measure area of HCVP operations that could improve and/or functioning satisfactory. • Continue outreach program for landlords to share the benefits of utilizing the online property owner portal in FY 2024. A new HAB Relationship Manager was hired in FY 2024. This position will be responsible for landlord outreach and creating the marketing plan. • Continue to implement a marketing plan for new prospective property owners. • Monitor on bi-monthly basis staff-initiated processing times for HAPs in accordance with the 60-day authorized window. • Evaluate whether prolonged processing delays were within the bounds of program's administrative control, and measure time from when the unit passes inspection to when the first payment is made. • Review prolonged processing times with stakeholders for any new process improvements or strategies. • Determine ways to calculate the response rate for landlord surveys. • The Housing Assistance Relationship Manager will be working on establishing: <ul style="list-style-type: none"> ○ Regular informational/training session with property owners by hosting at least four landlord engagement sessions annual. ○ Individual outreach to leasing offices. | <ul style="list-style-type: none"> • Q4 FY 2025 • On-going • On-going • On-going • On-going • Q4 FY 2025 • Q4 FY 2025 • Q4 FY 2025 |

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| ○ Enhancing the landlord portal to create efficiencies for both HCVP staff and landlords | |
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Forecast

- In FY 2025, it is projected to improve the landlord's overall satisfaction to at least 85%.
- In FY 2025, it is projected that at least 80% of initial payments will be made on time.

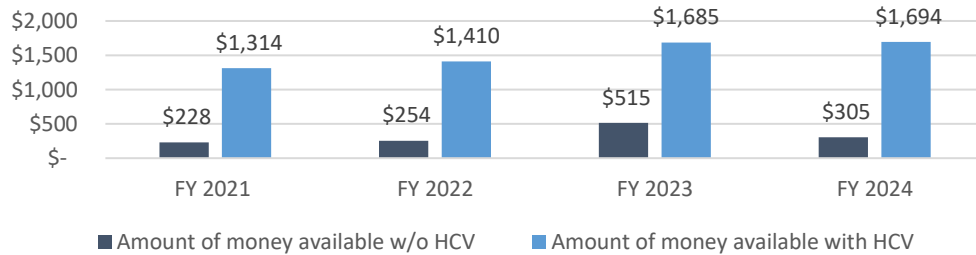
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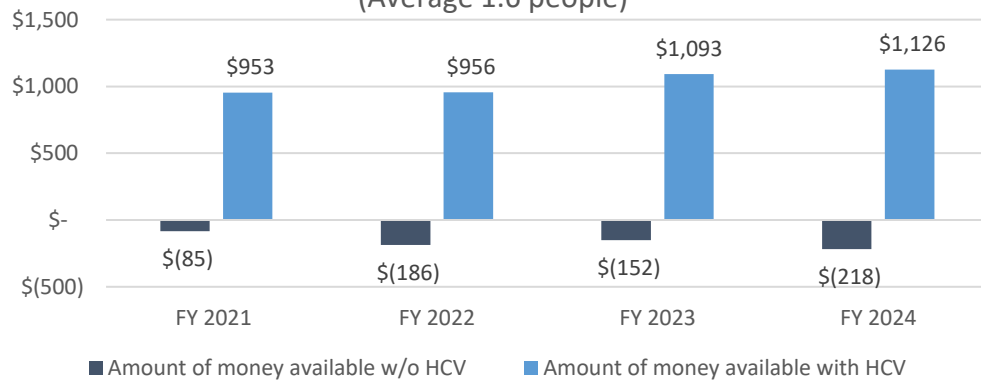
Measure 3.1 Increase in amount of money available for non-rental expenses

Data

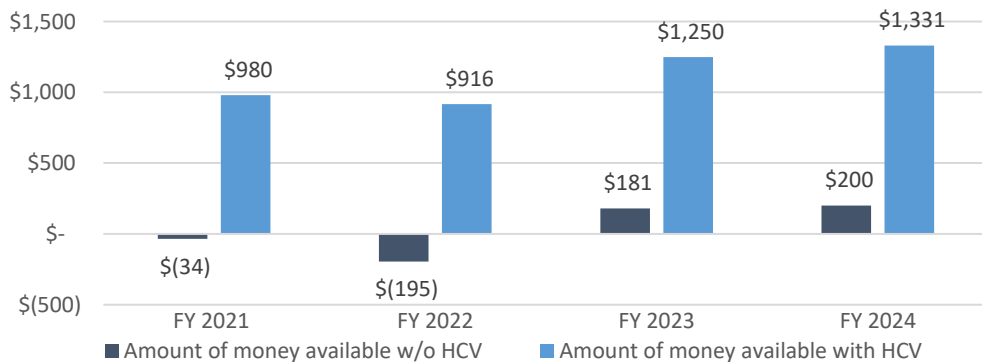
Amount of Money Available per Month for Non-Rental Expenses With and Without a Housing Choice Voucher - Families (Average 2.7 people)



Amount of Money Available per Month for Non-Rental Expenses With and Without a Housing Choice Voucher - Persons with Disabilities (Average 1.6 people)



Amount of Money Available per Month for Non-Rental Expenses With and Without a Housing Choice Voucher - Participants Age 62+ (Average 1.6 People)



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| <div>Data Summary</div> | <ul style="list-style-type: none">In FY 2024, all groups saw an increase in money available with HCV (Housing Choice Voucher).Most HCV households would not have enough disposable income to meet non-rental expenses without an HCV subsidy. The amount of money available without HCV subsidy is calculated by subtracting the average contract rent from the average tenant income. The amount of money available with HCV subsidy is calculated by subtracting the average tenant payment from the average tenant income.HUD payments are calculated by Calendar Year (CY) rather than Fiscal Year; however, the CY numbers are not available yet. Average Housing Assistance Payment paid on behalf of households in FY 2024 was \$1,222 |
| <div>What is the story behind the data?</div> | |
| <ul style="list-style-type: none">The average income for all categories increased in FY 2024 and contributed to the increase of money available with voucher assistance. Arlington County’s payment standard is determined by HUD based on their annual assessment of the Fair Market Rent (FMR) for each region of the country. HUD can increase or decrease the FMR based on the formula used to determine the highest rental amount for each region.Small Area Fair Market Rents (SAFMR) were implemented in FY 2019 and maintained through FY 2024. All Arlington County zip codes were clustered into four zones, of which two are “Opportunity Zones.” This allows families to rent higher-cost units in designated Opportunity areas. AHCVP received special authorization from HUD to establish SAFMR to 120% of the SAFMR, the usual limit is 110% of the SAFMR.The vacancy rate for private rental market 3-5-bedroom units continues to be very low in Arlington. Increases in contract rent for these types of units are often passed to the families because HUD’s calculations establish maximum subsidy, not maximum tenant contribution once the applicant becomes a participant of the program. | |
| <div>Recommendations</div> | <div>Target Dates</div> |
| <ul style="list-style-type: none">Continue to review reports on clients with extremely low incomes or high Housing Assistance Payments (HAPs), to analyze trends of increase or loss of income family’s income.Continue to update marketing/ educational program for clients (property owners and tenants); build staffing capacity to implement mapping project utilizing neighborhood mapping software as resource tool for prospective voucher holders that was delayed in FY 2024.Continue to closely track budget and leasing utilization of the HCVP; continue to ensure that the Rent Reasonable determination is strongly utilized.A tenant satisfaction survey will be processed in FY 2025. | <ul style="list-style-type: none">On-goingFY 2025 Q4On-goingFY 2025 Q4 |
| <div>Forecast</div> | |
| <ul style="list-style-type: none">In FY 2025, the disposable income that a household has available for non-rental expenses after it receives the HCV subsidy is expected to remain consistent with FY 2024 levels due to minimal growth in the economy and low-wage earners’ household incomes (both earned and unearned). | |

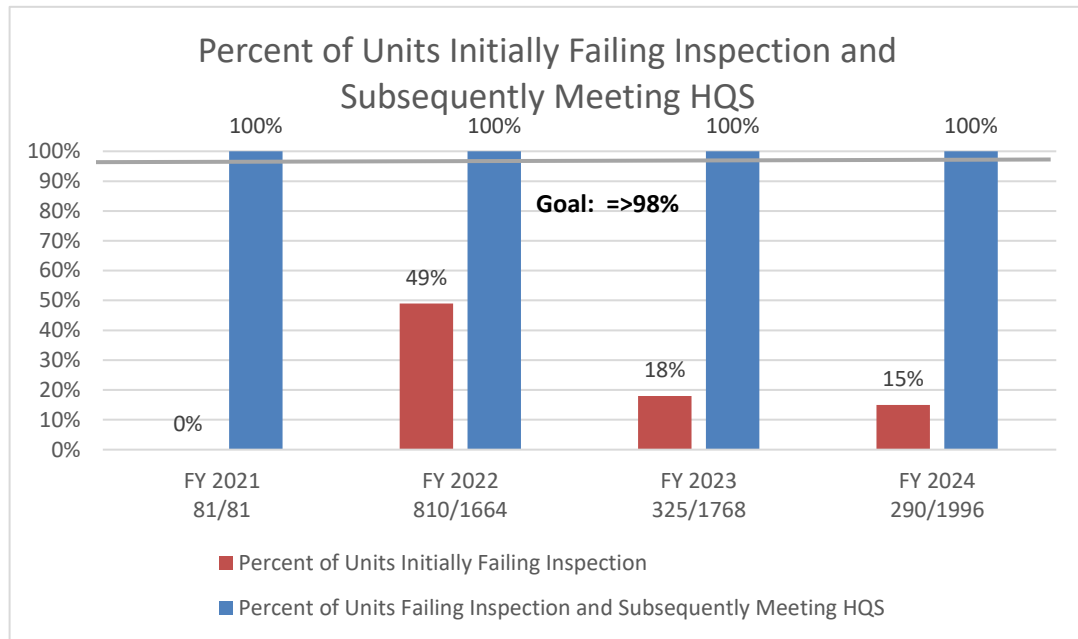
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Measure 3.2 Inspection deficiencies corrected

Data



Data Summary

- In FY 2021 – FY 2024, 100% of units failing inspection subsequently met Housing Quality Standards (HQS) and passed inspection within the required timelines. All inspections were completed on time.
- This measure includes both annual inspections and move-in inspections.

What is the story behind the data?

- Per HUD regulations, Housing Quality Standards (HQS) are the tool used by the HCV program to inspect all units. HQS includes structural, environmental, and health quality indicators. Units are inspected prior to an initial move in, prior to transfer from one unit to another, and annually.
- If a unit fails HQS standards, the property owner/tenant is given a 30-day notice to fix the violations. If additional time is needed beyond the 30 days, the property owner must make the request in writing to the housing inspection unit within the HCV office. Failure to correct HQS deficiencies identified could result in an abatement of HAP payment to the property owner and/or termination from the HCV program. The average percentage of homes with violations has fluctuated through the years.
- The COVID-19 Pandemic necessitated the suspension of annual recertification inspections in March 2020 – June 2021. HUD issued PIH (Public and Indian Housing) (Public and Indian Housing) Notices 2020-5 and 2020-13, 2020-33, 2021-14 that allowed the HCVP to implement a waiver to customize the inspection process as determined best by the locality. Virtual inspections were completed for new move-ins, and annual inspections resumed in July 2021.
- When annual inspections resumed in July 2021, a different methodology was incorporated in the scheduling by grouping the inspections in geographical zip codes of neighborhood regions

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instead of the annual recertification anniversary date. These initial changes created a challenge for the inspectors in some months due to the high volume.

- It was anticipated that we would have an increase in the volume of failed inspections due to the change in methodology by including new move-in inspections as of 2019; however, in FY 2023 the ratio was only 18%. These ratio improvements maybe indicative of the level of attention and oversight the County is devoting to CAF inspections.

| Recommendations | Target Dates |
|--|--|
| <ul style="list-style-type: none"> • Continue to inspect units prior to initial move in, transfer from one unit to another, and annually to ensure families live in safe, decent, and sanitary housing. • Continue to develop relationships with property owners. Prepare for the anticipated change of Housing Quality Standards (HQS) to National Standards for the Physical Inspection of Real Estate (NSPIRE). HUD's regulations were issued on February 14, 2023, with an implementation date of October 1, 2023; however, the actual implementation requirements have not been issued. • Continue to bridge engagement with Arlington Code Enforcement office for special inspections, and to work to bring onboard Rent Café compliance portal for landlords to cure deficiencies via virtual methods. • Finalize the selection of a contractor for the inspection process through the issued RFP to build capacity for added oversight of HCVP units and CAFs regulated under HQS inspections. | <ul style="list-style-type: none"> • On-going • On-going • FY 2025 Q4 • FY 2025 Q2 |
| Forecast | |
| <ul style="list-style-type: none"> • In FY 2025, it is expected that the monthly ratio of failed inspections will continue to average approximately 20% and that 100% of deficiencies will be corrected. | |