

Finding PH13a

MTW Statutory Requirement- Occupancy

In this finding, please find the following:

- a. STS CAP
- b. HUD's confirmation of receipt of the STS CAP

DCHA submitted its updated Substantially the Same (STS) Corrective Action Plan (CAP) to HUD's MTW office on October 28, 2022. Since the agency's original STS CAP was created and accepted in 2021, the agency comprehensively analyzed occupancy-related processes and found the agency's occupancy challenges are far more complex than originally believed.

Moving to Work
Corrective Action Plan

Finding No. 1: The PHA is *Not Compliant* with PIH-2013-02 which requires that MTW PHAs continue to assist substantially the same total number of eligible low-income families as would have been served had the agency been prohibited from using its funding flexibly.

Corrective Action No. 1: The PHA must adequately address its complication in meeting the requirement. Additionally, the PHA must appropriately outline how it intends to increase its baseline figures with respect to the agency's short- and long-term goals and MTW activities.

PHA Strategies to Address Finding No. 1, Corrective Action No. 1

Goal Date

Completed Date

- Unit Turnovers: DCHA had 1,975 vacant units as of September 2022. The plans below outline the agency's currently planned turnovers. However, the agency will continue turning units beyond these planned until the agency reaches full occupancy.

The turns will serve several purposes. While focusing on serving additional households, DCHA will also use the units as swing space for upcoming rehabilitation/redevelopment projects, to fulfill transfer requests, and to improve living standards for current residents.

Turnovers In Progress

Site Name	Complete*	Construction / Planning	# Units to be Held	Available to Lease
Benning Terrace	41	0	0	41
Carroll Apartments	3	0	0	3
Claridge Towers		41	41	0
Colorado		8	0	8
Columbia		5	0	5
Fort Lincoln	15	0	0	15
Garfield Terrace		81	0	81
Greenleaf	25	0	0	25
Greenleaf Sr.		20	0	20
Harvard Towers	36	9	0	45
Hopkins	13	5	0	18
James Apartments		12	0	12
James Creek	5	22	0	27
Kelly Miller	8	5	13	0
Kentucky Courts	12	19	19	12
Knox Hill	22	0	0	22
Langston Terrace	50	0	50	0
Lincoln Heights	48	40	83	5

Q2 FY2023

Lincoln Rd.		2	0	2
Marley Ridge		2	0	2
Metrotowns	2	2	0	4
Ontario Rd.		5	0	5
Potomac Gardens	10	19	29	0
Regency House		26	0	26
Richardson Dwellings	32	1		33
Sibley Plaza		22	22	0
Stoddert Terrace/ Ft. DuPont	12	51	0	63
Syphax Garden		6	0	6
The Villager		0	0	0
Woodland Terrace		24	24	0
Total	334	427	281	480
*Complete units may be waiting for final lead testing.				

Additional Planned Turnovers

- a. DCHA is planning to turn an additional 144 three, four, and five bedroom units in FY23. The exact units and locations are currently being planned. End of FY23
 - b. DCHA will turn another 700 units with the goal of delivering all of the units by the end of FY24. The exact units and locations are currently being planned. These initial plans are subject to funding approvals. End of FY24
2. Eligibility: In order to fill move-in ready units expeditiously, DCHA has been hosting mass eligibility appointments on Fridays and Saturdays. Housing Managers are onsite to show pictures of available units and schedule viewings for the following week for applicants deemed eligible. Beginning in Q2 FY23, DCHA plans to greatly expand this concept to utilize cross-functional staff and partner agencies to exponentially increase the number of eligibility appointments and interviews completed. Ongoing

Output	Expected Monthly Q2 FY23 Until Occupancy Goals are Achieved
Applicants Pulled from Waitlist	1200
Applicants Completed Eligibility	240
Unit Offers Made (New Admissions)	100

Unit Offers Accepted (New Admissions)	60
Moves (New Admissions)	60

3. Vouchers: DCHA has approximately \$8 million in reserves from fiscal year 2022, which indicates that funding vouchers with these reserves will be sustainable at current funding levels. With an average voucher costing the agency \$1,600, the agency can support an additional **416 vouchers**.

End of
FY23

Output	Expected Monthly Q1-Q2 FY23	Expected Monthly Q3-Q4 FY23
Applicants Pulled from Waitlist	1200	
Applications Completed	400	
Applicants Deemed Eligible	132	
Vouchers Issued	132	
Unit Identified		116
Lease-Ups Complete		99

4. Staffing
a. Training - PMO

Q3 FY23

Certification	# Staff to be Trained	Beginning Date	Completion Date
Housing Manager Certification	25	Q1 FY23	Q3 FY23
Occupancy Specialist Certification	38	Q1 FY23	Q3 FY23
UPCS Training	Approx. 200	Q1 FY23	Q3 FY23

- b. Hiring - PMO

FY23

Position	Created	Hired	Onboarded
Director of Quality Control (1)	FY22	FY22	FY22
Deputy Director of Maintenance (1)	FY22	FY22	FY22
Eligibility Specialists (4)	FY23	FY23	FY23

5. Waitlist Management
a. Ran Public Service Announcement campaign to confirm and update records. 1,094 records were updated and 1,734 records were confirmed.

Q4 FY22

Q4 FY22

<p>b. Contracted with vendor Reuter’s CLEAR to access billions of public records to update contact information and identify deceased clients on the waitlist. CLEAR results were received in September 2022.</p> <ul style="list-style-type: none"> i. Reviewed 41,430 records. ii. Matches returned: <ul style="list-style-type: none"> 1. 1,173 confirmed deceased 2. 31,233 matched with >80% confidence 3. 5,983 matched with <80% confidence iii. Deceased records are currently being reviewed and removed as appropriate. iv. DCHA is reaching out to all matched records by text and email to verify accuracy. Upon confirmation, records will be updated. DCHA expects to complete initial outreach by the end of Q1 FY23. A schedule for additional periodic outreach is to be determined. 	<p>Initial outreach Q1 FY23</p>	
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Cc: [Concannon, John M](#); [Golden, Christopher M](#); [Turlington, Jeree K](#); [Jenkins, Christine](#); [Brown, James A](#); [Brenda Donald](#); [Rachel M. Joseph](#); [Jenna Cevasco](#); [Nona Eath](#); [Medina JohnsonJennings](#); [Andrea Powell](#); [Lorry Bonds](#); [John A. Stringfield](#); [John Sarah](#)
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Good Morning Hanna,

Thanks for DCHA's updated and detailed STS CAP and on time submission!

Have a great weekend,

Eva

Eva Fontheim
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From: Hanna Koerner <hkoerner@dchousing.org>
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Good Morning,

DCHA's updated Substantially the Same (STS) Corrective Action Plan (CAP) is attached for HUD's review, including a cover letter, the STS CAP and a sample monthly report.

We appreciate HUD's ongoing partnership as we strive to serve additional families.

Sincerely,

Hanna Koerner
Senior Program Analyst

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