

Culver City Housing Agency SEMAP Indicator Scoring:

Indicator 1: Selection from the Waitlist- The CCHA has written policies in its Section 8 Administrative Plan for selecting applicants from the waiting list and therefore is in full compliance for this indicator. Quality control showed as least 100% of families were correctly selected.

Indicator 2: Reasonable Rent - As required by HUD, all Section 8 HCV Program files must contain information pertaining to comparable rents of each leased unit. Of the files evaluated, each contained rent reasonableness information and resulted in a score of 100%.

Indicator 3 – Determination of Adjusted Income – This evaluation resulted in a one-hundred (100%) performance rating. This high score in calculating adjusted income and calculating correct program participant rent is directly related to the creation of an internal Rent Calculation Audit Worksheet for each file managed by the Housing Authority staff. Additionally, the Housing Supervisor, who oversees the daily management of the Section 8 HCV Program, conducts a quality control review of each file upon completion.

Indicator 4- Utility Allowance Schedule- The Housing Authority maintains an up-to-date utility allowance schedule. The Housing Authority has reviewed the utility rates that were obtained within the last 12 months. The utility allowance schedule must be adjusted if there was a change of 10% or more in a utility rate since the last time the utility allowance was revised. There are no changes for this year.

Indicator 5 – Housing Quality Standard (HQS) Control Inspections – The Housing Authority remains in full compliance in FY 2016/2017 in terms of performing and subsequently auditing annual inspections. The Structural Rehabilitation Specialist and Housing Administrator re-inspected the units randomly selected for the SEMAP evaluation to ensure HQS compliance. There were 12 randomly selected sample files. The result was a one hundred percent (100%) performance rating.

Indicator 6- HQS Enforcement- The Housing Authority has not failed any units for 2016-2017 that required action within 24 hours due to health and safety violations and therefore did not have a quality control sample for this indicator. The result was a one hundred percent (100%) performance rating.

Indicator 7 – Expanding Housing Opportunities - The Housing Authority strategy to encourage owner participation was implemented by the Housing Authority's increased efforts to enhance property owner outreach. A strong relationship with property owners is essential to maintaining existing and attracting greater property owner participation which results in expanded housing

opportunities. The activities created to maintain and attract property owners to participate in the Section 8 HCV Program include small gestures like giving handwritten "thank you" notes and making direct telephone calls to express Housing Authority gratitude to property owners who participate in the Section 8 HCV Program.

To maintain excellent customer service, staff responds to property owner telephone calls within twenty-four (24) hours. Inspections for new lease-ups or rent increases are also scheduled either the same day or within twenty-four (24) to forty-eight (48) hours.

It is also anticipated that for FY 2017/2018, numerous programs will be offered as an incentive for owners to participate in the program. The Housing Authority also hopes to host an "Owner Fair" where these programs (such as Neighborhood Preservation Grants) will be introduced and property owners will have an opportunity to engage housing staff and the benefits of being a participant's owner.

Recently the Housing Choice Voucher Program waitlist was opened in November 2016 resulting in over 10,000 applications. The Housing Authority hopes to start calling people from this waitlist by the end of 2017.

Housing Authority staff continues to seek out new strategies to improve participation. Our strategies to encourage property owners to continue participation in the Section 8 HCV Program resulted in a 100% score for this Indicator.

Indicator 8- Payment Standards- This evaluation resulted in a one hundred percent (100%) performance rating as the CCHA has adopted current payment standards for the voucher program by unit size. As an example, the payment standard for a two (2) bedroom is \$1,788.00.

Indicator 9-Timely Annual Reexaminations- This evaluation resulted in a one hundred percent (100%) performance rating as the CCHA has completed a reexamination to determine income eligibility and affordable rent payments for each participating family at least every 12 months.

Indicator 10 – Correct Tenant Rent Calculations – Compliance is at one hundred percent (100%). To assure continued one hundred percent (100%) compliance in this area, staff will be given ongoing training to stay abreast of any changes in HUD rules and regulations in this area. In addition, one staff person is dedicated to receiving and reviewing the HUD notices that impact daily operations.

Indicators 11 and 12 – Pre contract HQS Inspections and Annual HQS Inspections – One hundred percent (100%) of all units newly leased passed the HQS inspection before the execution of a lease and Housing Assistance Payment (HAP) contract. Additionally, one hundred percent (100%) of all units undergo an

annual inspection. Housing staff also guarantees that initial inspections will be scheduled within forty-eight (48) hours.

Indicator 13 – Lease-Up – The Housing Authority continues to strive towards improving the current lease up rate. This is an increased challenge with market rent exceeding the HUD allowed payment standard and a very low vacancy rate.

Indicator 14-Family Self Sufficiency (FSS) - Since 1999 the Housing Authority has been awarded over \$784,521.00 to assist Section 8 HCVP participants achieve their goal of self sufficiency. On June 13, 2016 the City Council approved a 3-year contract with St. Joseph's Center to continue to provide case management, needs assessment, job development services and supportive service referrals for the FSS participants. A total of sixty-two (62) households have participated in FSS. Of this number, nine-teen (19) have graduated. There are currently seven-teen (17) households enrolled in the program.