

# FORWARD

One Agency | One Community | One Mission

2018–2022 Performance Report



1300 Broad Street N | Jacksonville, FL 32202 | 904-630-3810

[JaxHA.org](http://JaxHA.org)   

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# President/CEO Message

Over the last four years as the leader of this organization, I have had an opportunity to rebrand, revitalize and reestablish Jacksonville Housing and the Jacksonville Urban Initiative Development, LLC as leaders in affordable housing. We have faced obstacles that at the time seemed insurmountable. However, with a dedicated staff and the drive to serve the most vulnerable among us, we have delivered on our promise time and time again to provide decent, safe, sanitary and affordable housing.

In 2019, Jacksonville Housing began the vital work of redevelopment. The Waves at Jacksonville Beach was a \$30 million project: with the existing public housing stock demolished and 127 new units constructed while simultaneously renovating an additional 89 units also located at Jacksonville Beach.

The Waves project was followed by receiving \$2.3 million Jobs Plus HUD grant. The Jobs Plus grant is a highly sought-after grant opportunity that allows Jacksonville Housing to provide employment-related services, supportive services and community supports for work by using a case management/coaching model. Residents currently living in the Southwind Villas community are the beneficiaries of this extraordinary opportunity that could ultimately lead to self-sufficiency.

I cannot overlook the challenges we faced during the COVID-19 pandemic. The country was in uncharted territory as we all scrambled to determine the best course of action to keep our staff safe and still provide services to our families without disruption. Even with the pandemic ongoing, services and growth continued. We expanded the Jacksonville Housing, Housing Choice Voucher program. HUD awarded an additional 100 vouchers, with a funding allocation of \$740,000. These finances reinforced Jacksonville Housing's determination to provide much-needed relief to families that are rent burdened during a

global health emergency. We ended the tumultuous year of 2020 with HUD awarding Jacksonville Housing \$321,453.00 to continue our Family Self-Sufficiency program.

**"I am tremendously proud that Jacksonville Housing continues to update and upgrade our housing stock. We have made a direct positive impact on the lives of those residents."**

As Jacksonville Housing continued to push forward through the pandemic, we began 2021 with HUD awarding the agency a \$124,000 grant to install, repair/replace carbon monoxide detectors. Another win for the agency and the residents as we strive to ensure we are fulfilling our mission by providing safe places that our residents can call home.

**2021 was truly a banner year for the agency as we accomplished the following:**

- Opened the HCV wait list for the first time since 2018
- The Waves at Jacksonville Beach opened
- Jacksonville Housing Authority was rebranded: Jacksonville Housing
- New landlord initiatives were rolled out for the HCV program
- Hogan Creek Towers redevelopment project began
- Jacksonville Housing was awarded new Emergency Housing Vouchers (EHV)
- Jacksonville Housing distributed over 500 free tablets and Wi-Fi to our residents

Renovations on Centennial Towers was completed May 2022. We invested \$27 million dollars in the 208 unit high-rise for our elderly and disabled families.

Jacksonville Housing will be ending our 2021-2022 Fiscal Year with the grand reopening of Hogan Creek Towers. This property was constructed in 1974 for elderly and disabled residents. Jacksonville Housing converted this public housing site into a RAD development where \$19 million dollars was invested in modernizing the site. In addition to this achievement, Jacksonville Housing was the lead developer, which will allow us to move forward with other upcoming development initiatives.

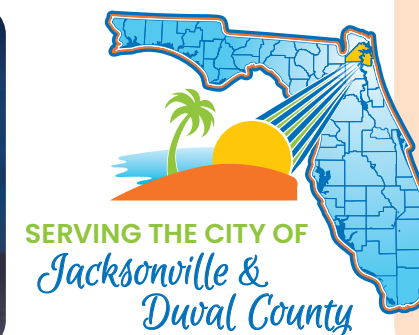
Our services are essential and more necessary than ever as we face record inflation, making it increasingly difficult to afford the basics of life. Here at Jacksonville Housing we are providing the most basic of needs, housing. We are striving to ensure those that need access to housing can receive it by increasing our affordable housing stock through the Housing Choice Voucher program and other investment opportunities that will increase the Housing Affordability footprint in Duval County and surrounding areas.

We look forward to continuing to build partnerships with government agencies, the faith-based community and the private sector to reach the goal of providing safe, decent, sanitary and affordable housing.

**Here at Jacksonville Housing, we only have one direction, *Forward*:**  
**One Agency | One Community | One Mission**

Thank you for allowing me to serve.  
Enthusiastically,

**Dwayne Alexander, President/CEO**



# Board of Commissioners

- Christopher Walker, Chair**
- Roslyn Mixon-Phillips, Vice Chair**
- Harriet Brock**
- Anabel Fernandez**
- Andre Green**
- Charles Griggs**
- Mirza Pilakovic**
- Dwayne Alexander**

# Senior Management

- Dwayne Alexander, President/CEO**
- Vanessa Dunn, Chief Operating Officer**
- Kort Parde, Chief Administrative Officer**
- Dennis Lohr, Chief Financial Officer**
- Evann Morris, Director of Information Technology**
- Jacqueline Harris, Director of Property Management**
- Cathy Ponder-Hunt, Director of HCV**
- Cordelia Parker, Director of Resident Services**
- William Mitchell, Director of Maintenance**

The *Mission* of Jacksonville Housing is to provide safe, clean, affordable housing and effective social services to low- and moderate-income families and individuals.

Our dedicated team of employees and board members, in partnership with our residents, will utilize accepted business principles and all available resources to improve the quality of life for all participants.

We will encourage employment, self-sufficiency, and, where possible, assist in the transition to other housing alternatives.

# HR & Agency Recognition Highlights

## HR Staff Performance Highlights 2021

**2,026**  
Resumes  
Received

**49** New Hires  
**20** Section 3  
New Hires

**15** Internal  
Promotions

**270**  
Interviews

## Staff Training/Certification 2021-2022

### Public Housing Management Division

- 14 Property Managers received Accredited Residential Certifications through the Institute of Real Estate Management (IREM)
- 7 Members of the Property Management Team received a Community Apartment Manager Certification through First Coast Apartment Association



### HCV Staff Training

HTVN = HAI Group Virtual Training

- Participation with the Urban Land Institute via Teams
- HTVN Trainings: Lead Safety
- HTVN Trainings: Kevin Mitnick Security Awareness
- HTVN Trainings Mold Basics. Recertifications Processed: 715 Annuals, 397 Interims, 93 Enrollees, 39 Participants Terminated
- HTVN Trainings: Back Injury and Lifting
- HTVN Trainings: Admissions and Occupancy 504 and Fair Housing Compliance
- HTVN Trainings: COVID-19 Precautions and reading of the Admin plan and had to sign form attesting to the reading
- Trainings: Evictions of Public Housing Residents and Solving Difficult Resident Situations
- HTVN Trainings: Creating Sustainable Communities and RAD overview
- HTVN Trainings: Workplace Bullying and Customer Service Basics

- HTVN Trainings: Sensitivity Awareness and Time Management
- Training by Nan McKay – Housing Choice Voucher Specialist Certification and RAD/ PBV Specialist training was conducted
- HTVN classes – Several have been completed with certificates issued
- Child Support training was performed by a member of the Operations Compliance Department

## Meeting COVID Challenges

**Our greatest accomplishments this past fiscal year rested on the shoulders of many dedicated employees who persevered in the wake of COVID-19. We are essential in more ways than one, and we do not take this responsibility lightly.**

- In-Person meetings stopped due to rise of COVID cases.
- Thermal Scanning Machines are at both exit doors.
- Many changes were made and we rose to the challenge for this unprecedented event.
- Remote work – This was done for the first time. Each staff member was issued a laptop and a cell phone to utilize while working from home.
- We were blessed not to have a positive case in the building until July, which was largely due to the sanitizing of the building, the thermal scanners, and following the mask mandate given by the mayor.
- Mail bins were placed on the outside of the building for clients to submit their documents. The public was not permitted to enter the building until June 2020.
- A new email address was created that permits clientele to submit forms electronically, along with the other options, such as faxing, mailing, and submitting them at the front of the building.

## Team Building Events

- Brazilian Food Truck was on the premises, and the food was good
- Employee Morale Event to see the Jumbo Shrimp Baseball Game
- Employee Morale Event was Bowling in August
- Christmas Party for the HCV Department was a success
- Cubicle Decorator Contest included \$25.00 prizes awarded for 2 people
- Company Christmas Gala was downtown 12/17/21, awards were received and was a success



## Jacksonville Housing – 2022 IREM REME Awards Finalist!

IREM, the international institute for property and asset managers, provides training to equip real estate management to take on the most dynamic challenges.

Since the 1930's, IREM's ever expanding membership has helped make IREM the world's strongest source for all types of real estate management training.

Over 20,000 leaders in commercial and residential management use IREM for their training, certifications and networking.

IREM selects REME winners annually to celebrate the work real estate management professionals and firms do every day.

The individuals and firms considered elevate the real estate management profession through their



leadership, education, and innovation—all while making a difference in the lives of their tenants and community.

For 2022, IREM received 52 submissions across seven categories sharing stories of exceptional property managers and real estate management companies.

Finalists were selected in each category. Award winners will be announced and recognized during The Gala at the IREM Global Summit, October 20 in Dallas, Texas.

Jacksonville Housing is honored to be one of four finalists for the 2022 REME AMO (Accredited Management Organization) of the Year Award.

# Jacksonville Housing Properties

## Affordable Housing

Brentwood Lakes  
Gregory West Apartments

## RAD Properties

Centennial Towers  
Jacksonville Beach Rehab  
Hogan Creek Towers  
The Waves at Jacksonville  
Twin Towers

## Public Housing

Anders Park  
Baldwin Apartments  
Blodgett Villas  
Brentwood Lakes  
Carrington Place Apartments  
Centennial Townhouses West  
Centennial Townhouses East  
Colonial Village  
Fairway Oaks

Forrest Meadows East  
Forrest Meadows West  
Lindsey Terrace Apartments  
The Oaks at Durkeeville  
Riviera Apartments  
Southwind Villas  
Scattered Sites  
Victory Pointe Apartments

# Resident Services

Since 1994, Jacksonville Housing has provided a variety of Resident Services programs to fit the needs of low- and moderate-income families, senior and handicapped adults in the greater Jacksonville area.

Approximately 2,600 families benefit from the range of programming and support services provided. The following pages 6-10 include Resident Services highlights.



# Jobs Plus

## \$2.3 Million Jobs Plus HUD Grant

2Q 2020 - Jacksonville Housing (JH) received the award to support their work with Southwind Villas, and is one of only nine FY 2019 Jobs Plus grant recipients.

Funded by the U.S. Department of Housing and Urban Development, the Jobs Plus Initiative empowers residents of Jacksonville Housing - Southwind Villas with employment-related services, supportive services and community supports for work via an employment case management and coaching model to assist with navigating the community resources for accessing services and assistance with life management and employment.

**"This award will allow us to take another step forward in our journey to become one of the premier housing authorities in the United States. By combining employment training, community support and financial incentives for residents, we look forward to fostering a positive culture of work in Jacksonville."**

**- Dwayne Alexander, President/CEO**

The Jobs Plus program was put in place to help develop locally-based, job-driven approaches to increase income and employment outcomes for residents of public housing. The program helps residents improve their earnings and employability through training, incentives, and services like technological skills training, financial literacy courses, job placement assistance and income disregards for working families.



### Additional Jobs Plus Highlights 2021-2022

**Exceeded Goals for Required Assessments** needed for year despite COVID & other setbacks

**62 Resumes Completed**

**167 Referrals Made for Employment**

**48 Jobs Plus Participants Obtained Employment**

**2 Staff Members Certified in Rent Calculation**

**24 Newly Employed Participants Employed 3 months or more**

**The JH Jobs Plus office opened in Southwind Villas Apartments with a computer lab named the Smith Alexander Computer Lab.**

**Due to the assistance of the program, the average yearly earnings for Southwind Residents increased from \$12,799 to \$20,455**



# Neighborhood Network Centers (NNC)

## Putting the power of technology in the hands of the people!

### 2021-2022 Highlights

- 78 Participants enrolled in GED program
- 400+ participants utilized computer lab services
- 51 participants attended Career Fair and 18 Vendors
- 60 participants engaged in the Health and Wellness programs

### Neighborhood Network Center Goals

- Prepare residents to advance their education whether it is GED or a degree.
- Assist residents in their job search activities and job training opportunities.
- Provide computer access to the internet and Microsoft Office products.
- Be a safe haven for families to spend quality time

### Youth Services

- Homework Assistance
- Book Club
- Character Building Programs
- Field Trips
- Team Building Workshops



### Adult Services

- GED Preparation Classes
- Training for residents to increase their Computer Knowledge, Skills, and Abilities
- Adult Literacy Coaching
- Computer-Based Job Search Training
- Parenting Workshops
- Interviewing and Resume Writing Workshops
- Self-esteem Building Workshops



**Brentwood NNC GED Program**

## Section 3 Enables JH Residents to Earn Jobs

Section 3 is a federally mandated program of the U.S. Department of Housing and Urban Development (HUD). Under Section 3 of the HUD Act of 1968, federal funding invested in housing and community development shall provide contracts, employment, training, and other economic opportunities to low- and very low-income people in the local jurisdiction and to businesses that provide such opportunities, also known as "Business Concerns."

Section 3 requires that "to the greatest extent feasible," businesses working on projects that receive certain financial assistance from HUD must make a good faith effort to train and hire low- and very low-income individuals, and contract with businesses that do so. The program is implemented and regulated by Part 135 of Title 24 of the Code of Federal Regulations (24 CFR 135).

- Employment opportunities for JH certified Section 3 Residents may include: professional, technical, construction, and administrative.
- Contracting and/or subcontracting opportunities for JH certified Section 3 Businesses include but are not limited to construction, professional services, and general services.
- Jacksonville Housing (JH) complies with Section 3 within its own operations and ensures the compliance of its sub-recipients, developers, contractors, and subcontractors.

### 2020-2022 Section 3 Highlights

**1,300+** Employment Opportunities presented via External Partners

**3** Job & Resource Fairs Hosted

**180+** Resumes Completed

**83**

**3** Section 3 Business Contracts Awarded

Residents Obtained Employment

Coordinator Received Procurement & Section 3 Certification



# ROSS

## Service Coordination for Multi-Family Communities

Service Coordination is available to assist families in other public housing communities to assist them with securing resources to meet their basic needs, overcome mental

health issues, and other barriers to achieving self-sufficiency. The referrals are completed by the manager from the public housing community on a case-by-case basis.

## ROSS Highlights for 2021 - 2022

- 17** Participants Obtained Employment
- 40** Employment Referrals
- 15** Participants Enrolled in Credit Repair/Financial Literacy Counseling
- 2** Participants Obtained Home Ownership
- 1** Participant Received Hicks Scholarship to UNF

- 67** Referrals Received from Management
- 130** Educational Programs/Events Held
- 70** Community Engagement Meetings Conducted
- Provided Support & Capacity Building to **6** Residents



## Wi-Fi Project

Jacksonville Housing supplied 550 households with free, Wi-Fi-enabled tablets to help narrow the digital divide for families with school-aged children. Free tablets and internet service were made available through the ConnectHomeUSA program in partnership with T-Mobile.

The COVID-19 pandemic shifted education to a virtual learning platform, many of the families served by Jacksonville Housing were without the equipment or internet service required for their school-aged children

to learn from home. The ConnectHomeUSA program provided free computer equipment and internet service to households with children, ages 5 through 18, in designated Jacksonville Housing communities.

Each eligible family was provided with a free Alcatel Joy Tab 2 device and unlimited 10GB high-speed internet for 12 months.



# Family Self-Sufficiency Program (FSS) - Section 8

Jacksonville Housing (JH) implemented the HUD FSS voluntary program in 1993. The program assists Section 8 Housing Choice Voucher (HCV) participants complete goals in education, job-training, employment, entrepreneurial and homeownership with emphasis on employment, credit readiness and free of cash assistance.

A program participant has five (5) years to achieve set goals. This timeline can be extended two (2) additional years, totaling seven (7) years. This allows families extra time to complete their measurable and reasonable goals. When all of the goals are completed, the FSS participant is considered a "successful graduate" of the FSS Program.

The JH FSS program partners with community organizations to assure services are delivered.

The FSS Program is a recipient of the Community Development Block Grant (CDBG) from the City of Jacksonville <http://www.coj.net/>. The grant funds assist with payment toward education, job-training and supportive services. In addition, the FSS participants are eligible for a FSS escrow account.

When the individual or families enrolled in the FSS Program have rent increases due to earned (working) income, a monthly deposit is credited to the participants escrow account as a result.

A final disbursement of earned escrow account funds is awarded to the FSS participant after all goals are completed.

Successful FSS participants graduate when each fulfills their responsibilities.

### FSSU Workshops

- Time Management and Budgeting
- Homeownership Fair
- Job Fair
- Back to School Event
- Entrepreneurship
- Financial Literacy

## FSS Highlights for Fiscal Years 2019-2022

### Graduates

FY 2019 - FY 2021

**55 Graduates**  
(Graduation held Nov 4, 2021)

**\$319,219 Total Escrow Payout**

FY 2022 (Oct 2021 - July 31, 2022)

**22 Graduates**  
(Graduation held Sept 8, 2022)

**\$136,463 Total Escrow Payout**

### Home Ownership

**7** FSS Participants **Purchased Homes with the HCV** (FY 2019 - FY 2021)

**1** FSS Participant **Purchased a Home with the HCV** (FY 2021 - FY 2022)

**1** FSS Participant **Purchased a Home without the HCV** (FY 2022)

### Employment Obtained

**51** Participants **Successfully Gained Employment** (FY 2019 - FY 2021)

**22** Participants **Successfully Gained Employment** (FY 2021 - FY 2022)



# Senior Services Program

## Service Coordination for the Elderly & Disabled Residents

The Resident Services Department's Service Coordinators staff assists the elderly and disabled residents in Jacksonville Housings (JH) elderly high-rise communities to age in place gracefully. Services include assistance with daily activities, improving living skills, social networks, recreational and health services.

JH Service Coordinators are primarily responsible for providing educational programs and services that will help improve the residents quality of life. Other services include arranging transportation for medical appointments and linking residents to resources in the community to help meet basic needs.

## 2021-2022 Highlights

- 250+ Elderly/Disabled participants and staff received COVID-19 Testing
- 350+ Elderly/Disabled participants and staff received Moderna® Vaccination and Booster shots
- 1000+ Meals donated by JM Family Enterprise along with books, games, puzzles, carts, and outdoor essentials
- 50+ receive Monthly Mobile pantry assistance from Feeding Northeast Florida (FNEFL)



## Senior Communities



**Centennial Towers**  
230 E. 1st Street



**Hogan Creek**  
1320 Broad Street



**Twin Towers**  
West 44th Street



**Brentwood Lake**  
Faith Building - 761 Village Center Drive

# Additional Resident Services

## Family Supportive Services at The Waves at Jacksonville Beach

Based at The Waves  
(formerly known as Jax Beach Apartments)

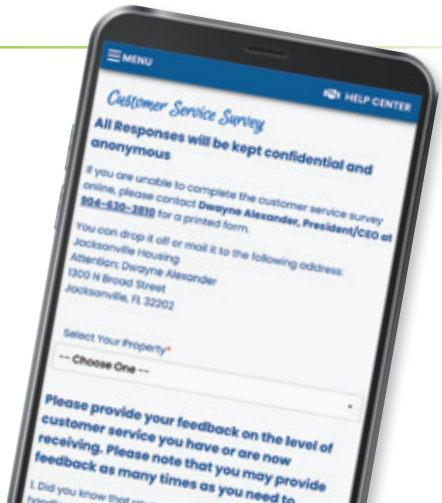
The Family Support Coordinator (FSC) at The Waves, provides family supportive services at no cost to the resident. The FSC assists The Waves residents in assessing needs and obtaining services with the goal of promoting successful tenancies and helping residents achieve and maintaining maximum independence and self-sufficiency.

The FS Coordinator develops strategies and coordinates the use of available assistance under the PBV and PH programs, along with public and private resources to enable participating families to increase earned income and financial literacy. The Goal: reduce or eliminate the need for welfare assistance, and make progress toward economic independence and self-sufficiency. The FS Coordinator is on-site and available to residents at least 20 hours per week.

## Public Housing Customer Service Survey Online

The online form allows residents/participants to provide Public Housing feedback and ratings regarding property management.

The form is conveniently linked in the Jacksonville Housing's website header.



# Public Housing

Jacksonville Housing (JH) was created in September 1994 by the Mayor and City Council of Jacksonville, to serve as an effective community service oriented public housing agency for Duval County. Public Housing was established to provide decent & safe rental housing for eligible low- and moderate-income families, the elderly, and persons with disabilities.

Public housing comes in all sizes and types from scattered duplex and quad apartments to high-rise apartments for elderly families. These units are owned and operated by Jacksonville Housing (JH). Rent in these units is set for each family based on their anticipated annual adjusted income. There are approximately 2,653 families living in JH's Public Housing. Our units are located city wide, as well as in Baldwin and Jacksonville Beach.

JH prides itself on the quality housing provided. Management is creative and innovative in all aspects of the agency. Comprehensive plans are in place to improve the physical conditions of units and to expand the number of affordable housing units. Family units are scattered throughout Duval County which makes the Residents feel like a part of the community, and not targeted as low-income households. Supportive services exceed Resident expectations and are available to assist each Resident in developing a plan to move up and out of assisted housing.

To facilitate a safe environment for Residents, JH Property Managers and off-duty JSO Officers meet regularly to discuss community concerns. JH provides several police

substations in JH properties. These coordinated efforts show Residents and the public that JH has a strong, committed presence in their community.

## JH Rent Café Offers:

A fast and easy way to register for an account. Once registered with your free account, you can:

- Save your application and log in at any time to continue
- Check your application status
- Review and update your information
- Review waiting list details
- Find caseworker contact information
- Access to rental/tenant ledgers
- Pay rent and submit maintenance requests

## This Rent Café is for:

**Applicants:** apply for housing programs, check your status, update your application.

**Residents:** pay rent and submit maintenance requests.

**Landlords:** to access inspection records and contact information, as well as various other services.

## Public Housing 2021-2022 Highlights

Grand Opening Celebration at Centennial Towers Apartments



Grand Opening Celebration at The Waves at Jacksonville Beach



# Public Housing

**2,838 TOTAL HOH**  
(Head of Household)  
Public 2,311 PBV 528

**1.18 AVERAGE DEPENDENTS**  
Public 1.28 PBV 0.76

**40 Months AVERAGE OCCUPANCY**  
Public 46 PBV 12

**\$894,977 HH TOTAL MONTHLY RENT**  
( Public \$536,056 – PBV \$358,921 )

**\$58,814 HH TOTAL MONTHLY HAP**  
(Housing Assistance Payments)  
Public \$0 PBV \$58,814

**\$54,815 HH TOTAL MONTHLY URP**  
(Utility Reimbursement Payment)  
Public \$50,544 PBV \$4,271

**\$14,163 HH (Household) AVERAGE INCOME**  
Public \$536,056 PBV \$13,801

**\$40.1M HH TOTAL INCOME**  
Public \$32.9M PBV \$7.2M

**\$19.9M HH WAGES INCOME**  
Public \$17.5M PBV \$2.4M

**HH WELFARE Income \$230,786**  
Public \$174,505 PBV \$56,281

**HH SS/SSI/PENSIONS Income \$17.4M**  
Public \$12.9M PBV \$4.5M

**HH OTHER Income \$2.5M**  
Public \$2.3M PBV \$259,937

# HCV Program

Jacksonville Housing's (JH) Section 8 Program allows low-income families the opportunity to rent privately-owned dwelling units that are safe, decent and sanitary. JH makes subsidy payments to the property owners on behalf of the family rather than directly to the family.

The program was created by the Housing and Community Development Act of 1974 and is funded by HUD.

## How the Program Works

Because there are more families who need voucher program assistance than there are vouchers available, HCVP uses a waiting list to administer the program to eligible families. When a voucher becomes available, the next family at the top of the waiting list is contacted and screened for program eligibility. Eligible families who meet

the income guidelines are issued vouchers, which entitle them to have a portion of their rent subsidized.

## Wait List Information

Over **20,188 FAMILIES** need housing

February 8, 2021 **Section 8 Waiting List Opened** using Rent Café & it was a success!

Jacksonville Housing **HIGH Performer** 2019 to date

## SEMAP Designations

SEMAP stands for Section Eight Management Assessment Program.

## "High Performer" Designation based on approved waiver.

Due to the pandemic, HUD confirmed SEMAP score would be the same as last year, which was "High Performer".

# Maintenance Department Highlights

## RAD Conversions

FY 19/20 Completed **Jax Beach Redevelopment Upgrades to 89 units**

FY 20/21 Completed **The Waves New Construction Project with 127 units**

FY 20/21 Completed **Brooklyn Lofts New Construction with 4 units**

## Work Orders

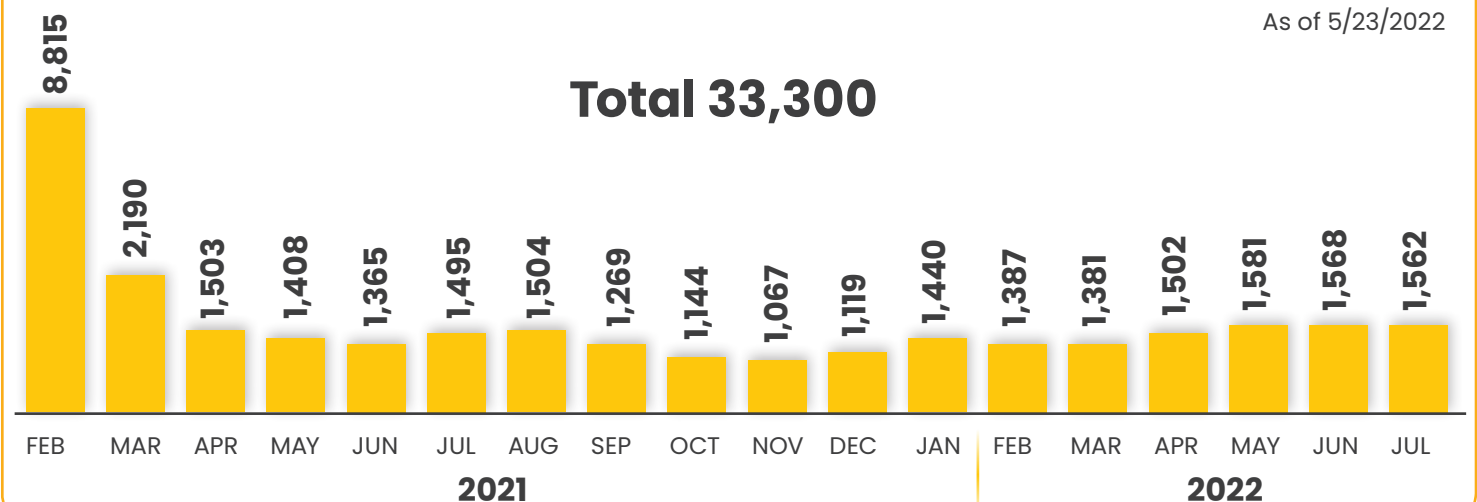
FY 18/19	FY 19/20	FY 20/21
<b>34,420</b> Total Work Orders	<b>31,634</b> Total Work Orders	<b>33,380</b> Total Work Orders
25,483 were routine with a 3-day turnaround	24,157 were routine with a 4-day turnaround	25,381 were routine with a 2-day turnaround

## RAD Projects with FY 21/22 Completion Dates

Completed Mar 2022 **Centennial Towers Senior Community 208 units**

Scheduled for Completion Aug 2022 **Hogan Creek Senior Community 183 units**

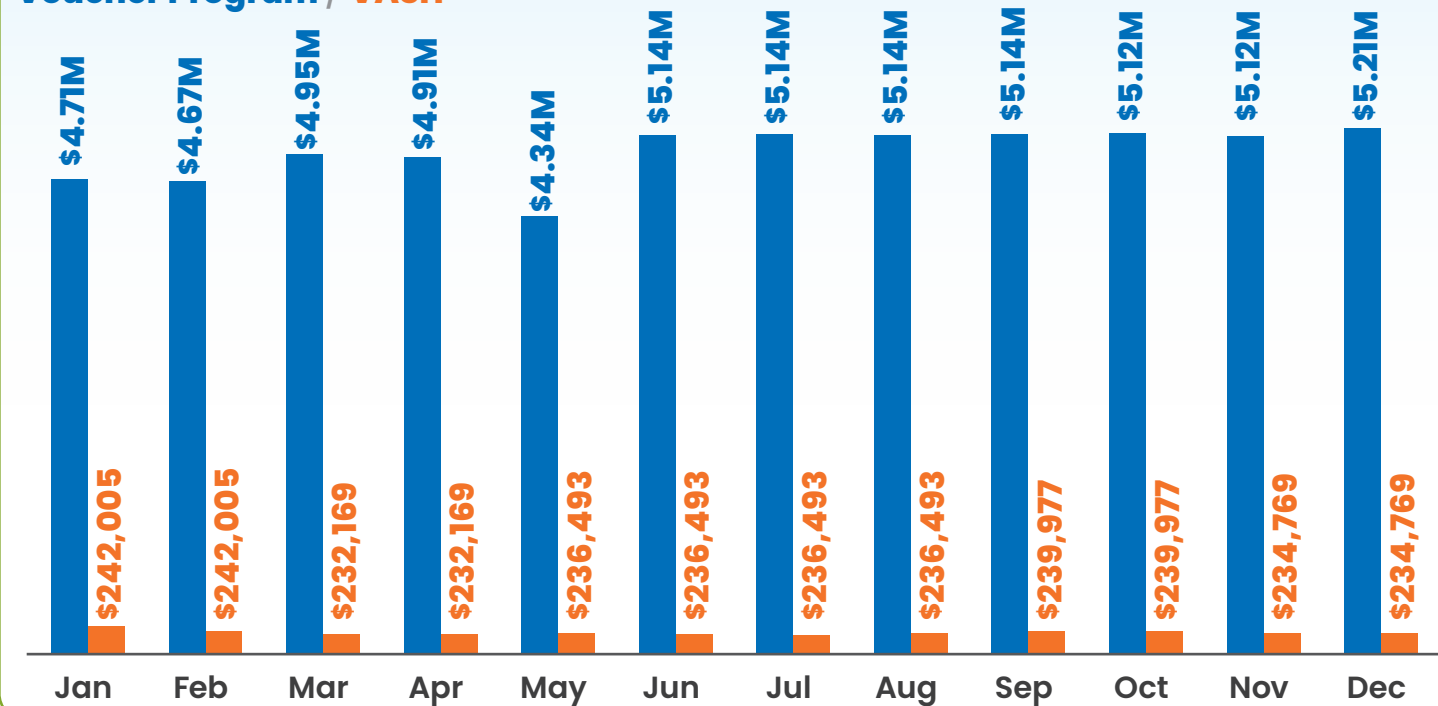
## Section 8 Applications Monthly Count 2021-2022



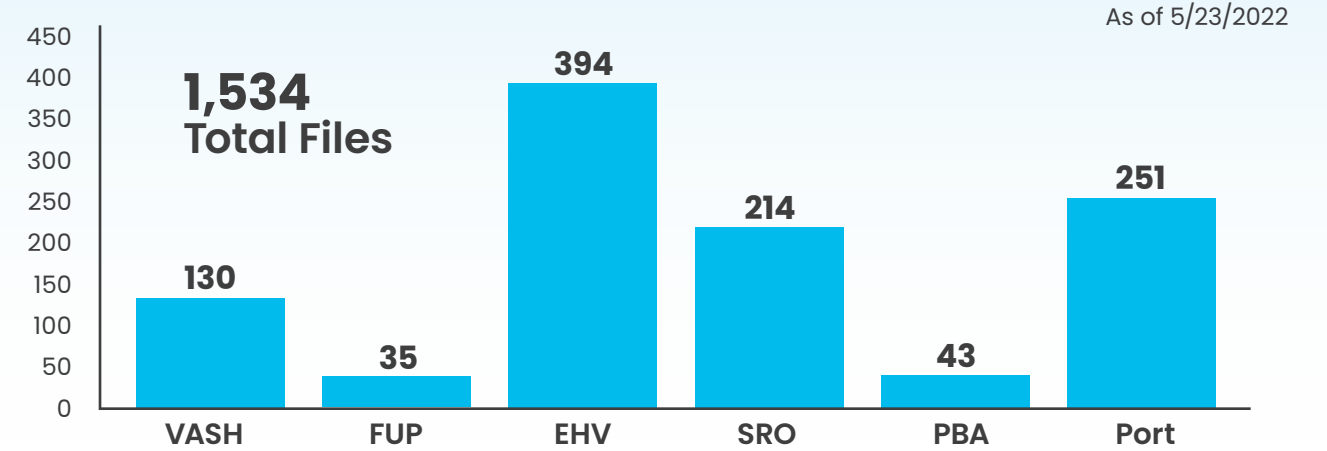


## HCV Monthly Funding CY 2021

### Voucher Program / VASH



## Referral Applications 2021-2022 (Series 1)

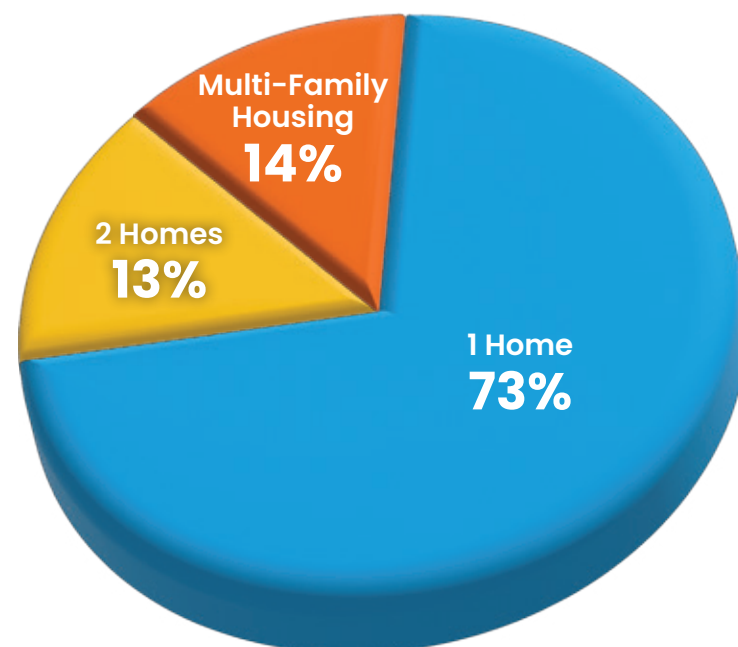


### LEGEND

VASH = Veterans Affairs Supportive Housing Program  
 FUP = Family Unification Program  
 EHV = Emergency Housing Voucher  
 SRO = Single-Room Occupancy  
 PBA = Project-Based Rental Assistance  
 Port = Portability

**HCV Annual Funding Allocation**  
**\$62 Million**  
 that is put right back into the Local Economy Supporting Owners/Agents!

## Owner/Agent Demographics



## Improving Our Customer Service

### HCV Implemented New Policies & Procedures

- Hiring a Case Manager who will exclusively handle Emergency Housing Vouchers.
- Phone calls are now being recorded in an effort to promote good customer service.
- Voicemails now include the name of the supervisor in an effort to address problematic calls.
- Due to COVID: Management fielded over 1,600 calls when staff was out for two weeks.

### Landlord Housing Assistance Payments

- 2018 \$54,540,000
- 2019 \$54,544,000
- 2020 \$59,233,000
- 2021 \$64,342,000

**Landlord Workshops**  
 3rd Thursday Every Month  
 (held in the Boardroom)

**\$70,400**  
 Landlord Incentive Paid Using Cares Act Money

As of Feb, 2022  
**Now Paying \$500**  
 per New HAP Contract  
 (EHV = Emergency Housing Voucher Funds)

Hogan Creek Added to the HCV Portfolio **183** units



# HCV Program

## SAFMR/Payment Standards Zip Code Map Online

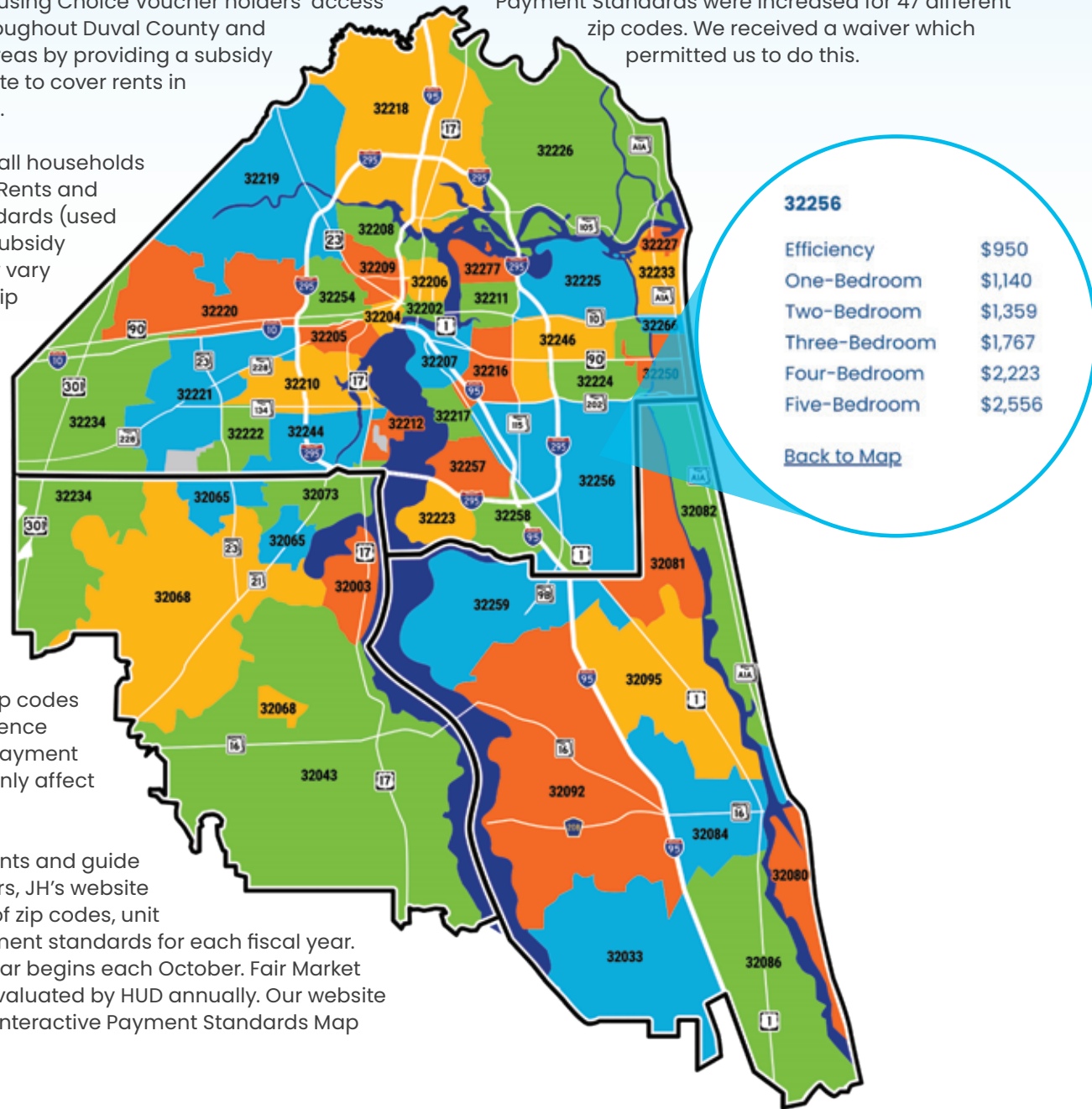
Beginning April 2018, Jacksonville Housing (JH), per HUD's mandate implemented the Small Area Fair Market Rent (SAFMR) final rule. The use of SAFMR is expected to increase Housing Choice Voucher holders' access to housing throughout Duval County and surrounding areas by providing a subsidy that is adequate to cover rents in different areas.

SAFMR affects all households as Fair Market Rents and payment standards (used to determine subsidy levels) will now vary based on the zip code of the dwelling. For those zip codes that have an increase in the payment standard, the change will take place at residents' next annual recertification or relocation/move. Those zip codes that will experience a decreased payment standard will only affect new move-ins.

To calculate rents and guide voucher holders, JH's website offers a table of zip codes, unit sizes and payment standards for each fiscal year. A new fiscal year begins each October. Fair Market Rents are re-evaluated by HUD annually. Our website also offers an interactive Payment Standards Map

by Zip Code. The JH website is regularly updated with additional information.

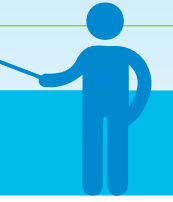
Payment Standards were increased for 47 different zip codes. We received a waiver which permitted us to do this.



## FileVision (Scanning) Project Increasing Productivity & Tracking of Residents & Participants

Total Documents  
Scanned Into FileVision  
**24,137**  
(10/2021 - 9/2022)

# HCV Program



## HCV Processing – Recertifications

Oct 1, 2021 – Sept 30, 2022

Action	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
1-New	99	87	86	75	90	81	82	69	45	26	1	0	741
2-Annual	707	644	678	583	603	619	619	545	608	601	459	129	6,795
3-Interim	496	521	427	367	485	461	430	399	430	333	257	102	4,708
6-Termination	81	81	84	94	69	55	58	49	31	24	5	1	532

## HCV Inspections

HUD requires that all units on the Housing Choice Voucher program are in decent, safe, and sanitary condition prior to remitting **Housing Assistance Payments (HAP)**. Should the unit fail an **HQS (Housing Quality Standards)** inspection twice, the unit must be "abated", meaning Jacksonville Housing (JH) can no longer remit HAP because the unit no longer complies with HUD regulations. The work performed by the HQS Inspectors is an essential and necessary part of JH HCV Operations.

HQS Inspectors are the safeguards for our families that hold owners/agents responsible for maintaining these units in exchange for receiving

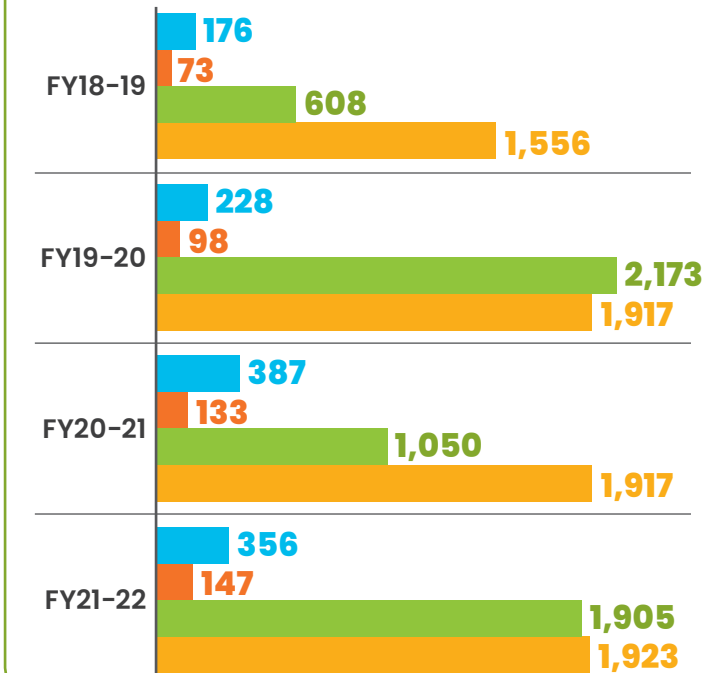
on time monthly HAP from JH. The sheer volume of inspections performed by our staff exceeds 7,000 for the FY 2021-2022.

### Types of Inspections

- **Special Inspections** are inspections requested by the HCV Participant or Landlord.
- **QC Inspections** are quality control inspections.
- **Failed Inspections** – a unit will fail an inspection when it does not meet HQS criteria.
- **Initial Inspections** are the first inspections completed on a new unit coming onto the HCV Program. All units must pass an initial HQS inspection before the JH can begin remitting HAP on the unit.

## By Types of Inspections

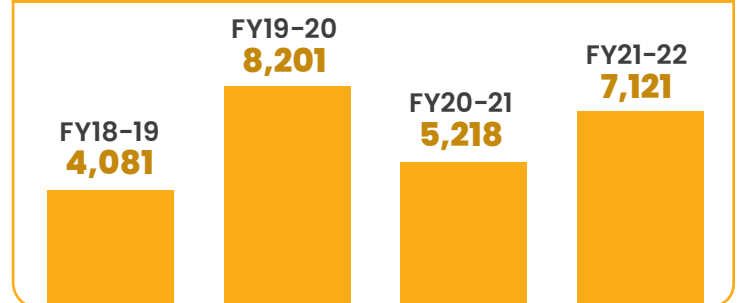
Specials / QC's / Failed / Initials



**\$125,000** Allocated for Inspection Department Vehicles

**5 cars & 1 truck** Were Ordered in May 2020

## Total HQS Inspections

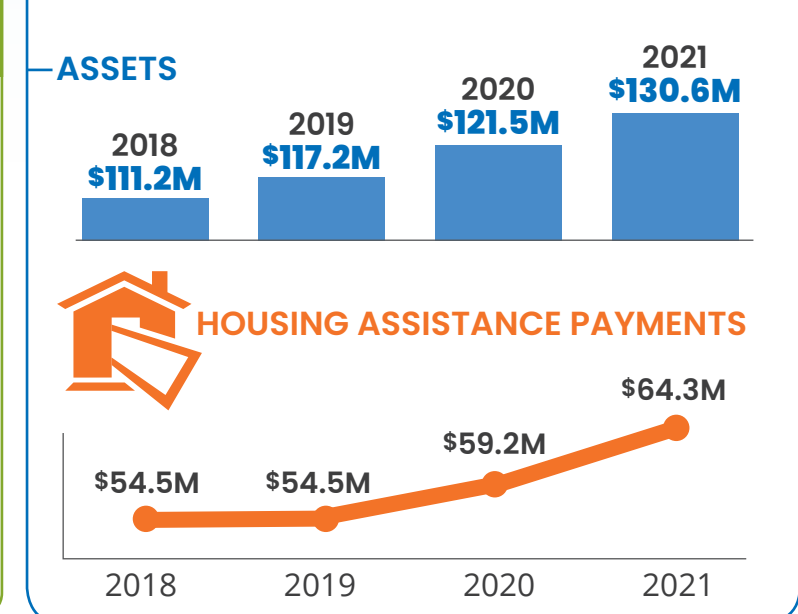
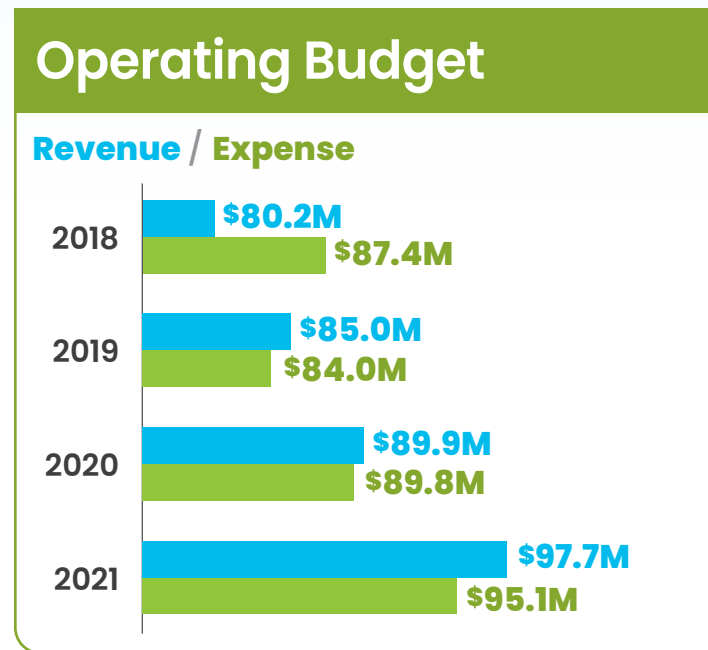
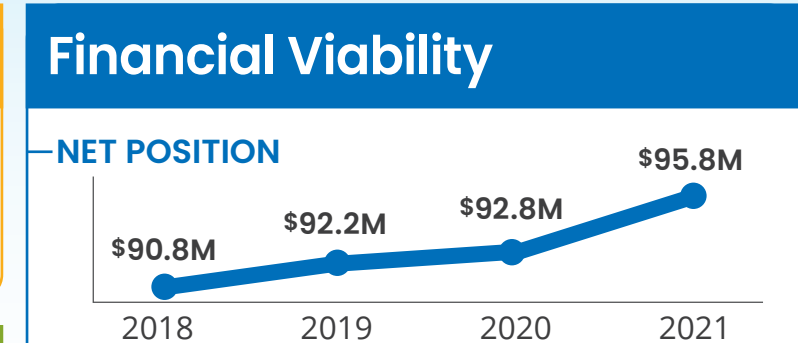
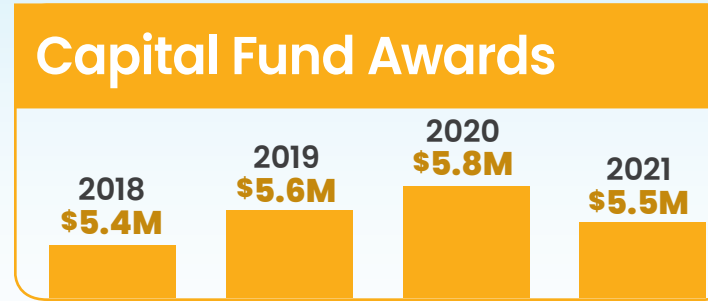


# Technology Department Highlights



# Financials/Operations Compliance

## Fiscal Year Performance Highlights



# Operations Compliance

## Department Performance Highlights

The Agency's Compliance Department conducts routine and special audits and investigations, compiles and reports on program metrics, and investigates allegations

of program rule violations. It has collected an average of \$228,000 annually in Fraud and Bad Debt payments during Fiscal Years 2019-2022.

### Collections by Type & Fiscal Year (FY 2022 Projected)

