



ADMINISTRATIVE AND REGULATORY COMMITTEE

June 25, 2024 4:00 p.m.

Livestream: https://youtube.com/live/CfthpuhnhBs?feature=share

The public is invited to attend HOC's June 25, 2024 Administrative and Regulatory Committee meeting in-person. HOC's Board of Commissioners and staff will continue to participate through a hybrid model (a combination of in-person online participation).

Approval of Minutes:

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Action Items:

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HOUSING OPPORTUNITIES COMMISSION OF MONTGOMERY COUNTY

10400 Detrick Avenue Kensington, Maryland 20895 (240) 627-9425

Administrative and Regulatory Committee Minutes

May 20, 2024

For the official record of the Housing Opportunities Commission of Montgomery County, an open meeting of the Administrative and Regulatory Committee was conducted via a hybrid platform (a combination of in-person and online platform/teleconference) on Monday, May 20, 2024 with moderator functions occurring at 10400 Detrick Avenue, Kensington, Maryland beginning at 4:10 p.m. There was a livestream of the meeting held on YouTube, available for viewing here. Those in attendance were:

Present

Frances Kelleher, Chair

Attending Via Zoom

Linda Croom, Commissioner Pamela Byrd, Commissioner

Also Attending

Chelsea Andrews, President/Exe. Director Aisha Memon, General Counsel

Kayrine Brown Zachary Marks
Darcel Cox Elliot Rule

Ken Silverman

Also Attending Via Zoom

Lynn Hayes

IT Support

Irma Rodriquez Richard Congo Aries Cruz David Brody Genio Etienne

Commission Support

Morgan Tucker Imani Benjamin-Johnson Administrative and Regulatory Committee Minutes – May 20, 2024 Page 2

Committee Chair Kelleher formally opened the Administrative and Regulatory Committee meeting at 4:10pm and began with the approval of the minutes.

Approval of Minutes

The minutes of the April 15, 2024 Administrative and Regulatory Committee meeting were approved as submitted with a motion from Commissioner Croom and seconded by Commissioner Byrd. Affirmative votes were cast by Commissioners Kelleher, Byrd and Croom.

Discussion/Action Items

1. Waitlist Process Recommendation

Committee Chair Kelleher introduced President Andrews to provide a brief overview of the presentation. President Andrews introduced Darcel Cox, Vice President, Compliance, who provided a detailed presentation. Ms. Cox shared updates with the committee and, with President Andrews, answered questions regarding waitlist data cleanup and whether the waitlist should remain open or closed during the data cleanup.

HOC staff recommended following guidance received from outside consultant, Du and Associates, to wait until Fall '24 to bring this item before the full Commission to determine any changes to HOC's waitlist management practices.

Committee Chair Kelleher adjourned the meeting at 5:10pm.

Respectfully submitted,

/ibj

Chelsea Andrews, Secretary-Treasurer

MFMORANDUM

TO: Housing Opportunities Commission of Montgomery County

Administrative and Regulatory Committee

VIA: Chelsea J. Andrews, President

FROM: Staff: Darcel Cox, Vice President/Compliance

Neron Adams-Escalera, Management and Compliance Analyst

Elliot Rule, Management and Compliance Analyst

RE: Authorization to Submit HOC's Fiscal Year 2024 Section Eight Management

Assessment Program ("SEMAP") Certification to HUD

DATE: June 25, 2024

STATUS: Consent _____ Deliberation ____ X __ Status Report _____ Future Action _____

OVERALL GOAL & OBJECTIVE:

To authorize the President of the Housing Opportunities Commission of Montgomery County ("HOC" or the "Commission"), or their designee, to submit HOC's Fiscal Year ("FY") 2024 Section Eight Management Assessment Program certification to the U.S. Department of Housing and Urban Development ("HUD").

BACKGROUND:

SEMAP is designed to measure whether the Section Eight tenant-based programs operate to help eligible families afford decent rental units at the correct subsidy cost. SEMAP also establishes an objective system for HUD to measure the Public Housing Authority's ("PHA") performance in key Section Eight program areas so as to enable program integrity and accountability.

HUD published a Final Rule in the Federal Register on June 20, 2000. This rule mandates that the PHA administering the Section Eight Tenant-Based Rental Assistance program must submit the HUD Form 52648, SEMAP Certification, to HUD annually. The certification, which measures the status of HOC's administration of the Section Eight program for the prior fiscal year, is submitted to HUD annually within 60 days after the end of the given fiscal year. For HOC, this date is August 29, 2024. Once approved, the contents of the attached HUD Form 52648 and corresponding indicator scores are transmitted electronically using HUD's Public and Indian Housing Certification ("PIC") system.

This SEMAP certification includes HOC's assessment of program administration in 14 areas. The HOC Compliance Division performs quality control reviews ("QCs") for all areas.

The chart below identifies the individual indicator areas, the maximum points possible, the points HOC received for FY 2023, and what HOC will certify in its FY 2024 submission.

Indicator	Indicator Title	Maximum Possible Points	2023 Rating	2024 Certification
1	Wait List Selection	15	15	15
2	Reasonable Rent	20	15	15
3	Determination of Adjusted Income	20	20	15
4	Utility Allowance	5	5	5
5	HQS Quality Control	5	5	5
6	HQS Enforcement	10	0	0
7	Expanding Housing Opportunities	5	5	5
8 Payment Standards		5	5	5
9 Timely Annual Recertification		10	10	10
10 Correct Tenant Rent		5	5	5
11	11 Pre-Contract HQS Inspection		5	5
12	Annual HQS Inspection	10	10	10
13	13 Lease Up		20	20
14	14 Family Self-Sufficiency (FSS)		10	8
	Program Points	145	130	123
Bonus	Deconcentration Bonus	5	5	5
	Total Points	-	135	128
	Overall Percentage	-	93%	88%

There are three possible categories for the final SEMAP score and overall performance rating as described at 24 CFR 985.103. They are as follows:

- 1. **High Performer Rating**: PHAs with a SEMAP score of at least 90 percent are rated high performers. High performers may receive national recognition by HUD and may be given competitive advantage under HUD Notices of Fund Availability ("**NOFA**").
- 2. **Standard Rating:** PHAs with a SEMAP score of 60-89 percent are rated standard.
- 3. **Troubled Rating:** PHAs with a SEMAP score of less than 60 percent are rated troubled.

HOC's FY 2024 SEMAP Certification submission equals **128** points, or **88%** percent of the overall total program points. HOC's program profile status is **Standard**. HOC's score decreased by Seven (**7**) points from the FY 2023 submission.

Discussion:

The indicators outlined below received partial or zero points:

Indicator Two: Reasonable Rent (15 out of 20 points)

• **Explanation:** Quality control reviews related to determination of reasonable rent for customers moving to new units and owners of current customers requesting annual rent

increases resulted in an 86% pass rate. However, the SEMAP standard for receiving full points is 98% or higher, or 80% to 97% for partial points.

• Corrective Action: The Housing Resources Division's ("HRD") management team along with the Compliance Team will continue to conduct quality control reviews for rent reasonableness. Thereafter, staff will meet quarterly to discuss systemic findings and schedule staff trainings in areas requiring improvement.

The Compliance Division will continue to place an emphasis on conducting quality control reviews for actions related to rent reasonableness determination. These actions include initial rent reasonableness processing when customers first move into a unit, as well as annual rent increase requests submitted by current owners. Compliance will meet with HRD after all QC review periods to discuss any deficiencies discovered, and to provide training recommendations.

<u>Indicator Three: Adjusted Income (15 out of 20 points)</u>

- **Explanation:** The QC reviews for factors related to adjusted income resulted in an 83% pass rate. However, the SEMAP standard for receiving full points is 90%, and 80 to 89% for partial points. The QCs identified issues related to Assets, Income, and Deduction Verification and Calculation.
- Corrective Action: HOC will obtain additional training from an external consultant to provide training on the determination of adjusted income. The current requirements to calculate income will vastly change, once the Housing Opportunities Through Modernization Act ("HOTMA") regulations are enacted on January 1, 2025. The final rule streamlines the verification of income and assets, which may result in fewer errors. Moreover, HOTMA allows PHAs to use income determinations made under other federal benefits programs for annual reexaminations.

The Compliance Division will continue to place an emphasis on conducting quality control reviews for actions related to the determination of adjusted income, specifically, Initial Certification and Annual Reexamination files. Compliance will continue to meet with HRD after all QC review periods to discuss any deficiencies discovered, and to provide training recommendations.

Indicator Six: HQS Enforcement (Zero (0) out of 10 points)

• **Explanation**: The QC reviews for HQS Enforcement resulted in a 70% pass rate. However, a pass rate of 98% or higher is required to receive points for this indicator. QC reviews of HQS-related QCs revealed issues with units not being re-inspected within 30 days for non-emergency items. Additionally, QC reviews indicated issues with the processing of Abatements for Housing Assistance Payments after a second failed inspection.

• Corrective Action: HOC procured Gilson Housing Partners to conduct HQS inspections in October 2023. The transition from the former inspection company to the new company resulted in the inheritance of a copious backlog of inspections. Gilson Housing Partners inherited annual inspections, re-inspections, and missed inspections in the first month of employment, that was not anticipated. As a result, some of the re-inspections were not processed timely. Gilson hired additional inspectors to reduce the backlog and bring the accounts current. Monthly, the HOC Inspection Services Team generates a report of delinquent inspections to identify any unit that requires an immediate inspection. Additionally, the inspection Services Team meets with Gilson weekly to discuss and improve program operations.

The Compliance Division will continue to place an emphasis on conducting quality control reviews for actions related to HQS enforcement, specifically for failed inspections, reinspections, and abatements. Compliance will meet with HRD after all QC review periods to discuss any deficiencies discovered, and to provide training recommendations.

Indicator Fourteen: Family Self Sufficiency (Eight (8) out of Ten points (10))

- Explanation: HOC's FSS score experienced a decrease in mandatory slot utilization from 81.4% to 74.6%. HOC currently has 441 mandatory slots under its FSS program. HOC's current rate of families with escrow balances remains high at 78%. The threshold for full points for this indicator is 80% of mandatory slots filled and 30% or more families with escrow balances.
- Corrective Action: FSS resident counselors will continue to solicit available participants directly and participate in the assorted customer briefings conducted on an ongoing basis.
 Each counselor will be responsible for marketing the program by phone, email, and inperson to at least 25 customers per month.

Additionally, FSS will deepen engagement with community partners by directly contacting HOC customers. Marketing materials for the program will be provided to property managers where customers live. Marketing materials will also be updated on community message boards, both electronic and physical. FSS staff intend to participate actively in community events where customers live.

HOC has been consistently rated as a High Performer under the SEMAP program and continues to work diligently to improve the accuracy of all HCV program activities. Specific attention is placed on quality control reviews for the items outlined above, specifically, inspection related items, adjusted income calculation and verification, and rent reasonableness activity.

Federal regulations require HUD to issue its final ratings to HOC within 120 days of HOC's Fiscal Year end. The notification letter from HUD will require HOC to respond within 45 days if there are any corrective actions for any SEMAP deficiencies. HOC staff will promptly address and correct any issues that HUD identifies.

ISSUES FOR CONSIDERATION:

Does the Administrative and Regulatory Committee wish to join staff's recommendation to the Commission to authorize the President, or her designee, to submit the FY 2024 SEMAP Certification to HUD on or before August 29, 2024?

TIME FRAME:

For discussion by the Administrative and Regulatory Committee at its meeting on June 25, 2024. For formal Commission action on July 10, 2024.

STAFF RECOMMENDATION & COMMISSION ACTION NEEDED:

Staff recommends that the Administrative and Regulatory Committee join staff's recommendation to the Commission to authorize the President, or her designee, to submit the FY 2024 SEMAP Certification to HUD on or before August 29, 2024.

Section 8 Management Assessment Program (SEMAP) Certification

U.S. Department of Housing and Urban Development Office of Public and Indian Housing

AWWWWWWWWWOMB Approval No. 2577-0215

(exp. 12/31/2026)

Public reporting burden for this collection of information is estimated to average 12 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB control number.

This collection of information is required by 24 CFR sec 985.101 which requires a Public Housing Agency (PHA) administering a Section 8 tenant-based assistance program to submit an annual SEMAP Certification within 60 days after the end of its fiscal year. The information from the PHA concerns the performance of the PHA and provides assurance that there is no evidence of seriously deficient performance. HUD uses the information and other data to assess PHA management capabilities and deficiencies, and to assign an overall performance rating to the PHA. Responses are mandatory and the

infor	rmation collected does not lend itself to confidentiality.					
Inst	tructions Respond to this certification form using the PHA's a	ctual data for the fiscal year just ended.				
PHA	A Name	For PHA FY Ending (mm/dd/yyyy)	Submission Date (mm/dd/yyyy)			
	Housing Opportunities Commission	06/30/2024				
Indiction of	eck here if the PHA expends less than \$300,000 a year in Fe icators 1 - 7 will not be rated if the PHA expends less than \$300 compliance with regulations by an independent auditor. A PHA nplete the certification for these indicators.	,000 a year in Federal awards and its Se				
Perf	formance Indicators					
1.	Selection from the Waiting List. (24 CFR 982.54(d)(1) and 982.204(a)) (a) The PHA has written policies in its administrative plan for selecting applicants from the waiting list.					
	PHA Response Yes X No					
	(b) The PHA's quality control samples of applicants reaching the top samples were selected from the waiting list for admission in accordance on the waiting list and their order of selection.					
	PHA Response Yes x No					
2.	Reasonable Rent. (24 CFR 982.4, 982.54(d)(15), 982.158(f)(7) and (a) The PHA has and implements a reasonable written method to dete on current rents for comparable unassisted units (i) at the time of init anniversary if there is a 5 percent decrease in the published FMR in consideration the location, size, type, quality, and age of the progmaintenance or utilities provided by the owners.	ermine and document for each unit leased that the ial leasing, (ii) before any increase in the rent effect 60 days before the HAP contract annivers.	to owner, and (iii) at the HAP contract ersary. The PHA's method takes into			
	PHA Response Yes X No					
	(b) The PHA's quality control sample of tenant files for which a determethod to determine reasonable rent and documented its determination					
	PHA Response At least 98% of units sampled	80 to 97% of units sampled Le	ess than 80% of units sampled			
3.	Determination of Adjusted Income. (24 CFR part 5, subpart F and 2 The PHA's quality control sample of tenant files shows that at the time of adjusted income or documented why third party verification was no attributed allowances for expenses; and, where the family is respons the unit leased in determining the gross rent for (check one):	e of admission and reexamination, the PHA pro ot available; used the verified information in de	etermining adjusted income; properly			
	PHA Response At least 90% of files sampled X	80 to 89% of files sampled	ess than 80% of files sampled			
4.	Utility Allowance Schedule. (24 CFR 982.517) The PHA maintains an up-to-date utility allowance schedule. The Phits utility allowance schedule if there has been a change of 10% or method of the phits utility allowance. PHA Response Yes X No					
5.	HQS Quality Control Inspections. (24 CFR 982.405(b)) A PHA supervisor (or other qualified person) reinspected a sample o HUD (see 24 CFR 985.2), for quality control of HQS inspections. Th inspections and represents a cross section of neighborhoods and th	e PHA supervisor's reinspected sample was o				
	PHA Response Yes x No					
6.	HQS Enforcement. (24 CFR 982.404) The PHA's quality control sample of case files with failed HQS inspective were corrected within 24 hours from the inspection and, all other cite inspection or any PHA-approved extension, or, if HQS deficiencies were payments beginning no later than the first of the month following the conformation (check one): PHA Response At least 98% of cases sampled	d HQS deficiencies were corrected within no re not corrected within the required time frame,	more than 30 calendar days from the the PHA stopped housing assistance			

1.	Applies only to PHA Check here if not ap	s with jurisdicti			d (b)(4), 982.301(a) and 983	3.301(b)(4) and (b)(12)).
					outside areas of poverty or concentration, and which inc		
	PHA Response	Yes _X	No				
	(b) The PHA has doct		hows that it to	ok actions indicated in its	written policy to encourage p	participation by owners	outside areas of poverty
	PHA Response	Yes _X	No				
		ation; the PHA ha	s assembled	nformation about job opp	ghboring its jurisdiction, with ortunities, schools and servi		
	(d) The PHA's inform the voucher program, areas of poverty or m PHA Response	or a list of other	organizations	ers contains either a list on the contains either a list on the contains either a list on the contains either a list of the contains either ei	f owners who are willing to l units and the list includes p	ease, or properties ava roperties or organizatio	uilable for lease, under ns that operate outside
	(e) The PHA's inform telephone number of	a portability conf			works and includes a list of	neighboring PHAs with	the name, address and
	PHA Response	Yes _X	No				
	and, where such diffic	culties were found	d, the PHA ha		ulties in finding housing outs s appropriate to seek appro		
8.	•		opted paymer	it standards schedule(s)	in accordance with § 982.50	03.	
	PHA Response	Yes _X	No				
	Enter FMRs and payı		PS)		D . G. 1 1		
			See a		Payment Standards.	4.55	SUB
	0-BR FMR PS		VIR				R FMR
	PS	_ 13					
					A has established separate isons for each FMR area a		for a PHA-designated
9.	Annual Reexamination	ons. The PHA co	ompletes a re	examination for each pa	rticipating family at least ev	ery 12 months. (24 C	FR 982.516)
	PHA Response	Yes _X	No				
10.	Correct Tenant Rent voucher program. (2	Calculations. Th		tly calculates tenant rent	in the rental certificate progr	ram and the family rent	to owner in the rental
	PHA Response	Yes X	No				
11.	Initial HQS Inspection	ns. Newly leased	units pass H		time period required. This in	icludes both initial and	turnover inspections for
	the PBV program. (24		.,.,	<i>)</i> .			
	PHA Response	Yes X	No _				400(-))
12.	Periodic HQS Inspec	tions. The PHA	nas met its pe	riodic inspection require	ment for its units under cont	ract (982.405 and 983.	103(e)).
	PHA Response	Yes _X	No				
13.	Lease-Up. The PHA	executes housing	assistance c	ontracts for the PHA's nu	mber of baseline voucher ur	nits, or expends its annu	ual allocated budget authori
	PHA Response	Yes X	No				
14a.	Family Self-Sufficiency Enrollment. The PHA has enrolled families in FSS as required. (24 CFR 984.105) Applies only to PHAs required to administer an FSS program. Check here if not applicable						
					SS incentive awards and in F		
	through 10/20/1998. Exclude units funded in connection with Section 8 and Section 23 project-based contract terminations; public housing demolition, disposition and replacement; HUD multifamily property sales; prepaid or						
	terminated mortgages under section 236 or section 221(d)(3); and Section 8 renewal funding. Subtract the number of families that successfully completed their contracts on or after 10/21/1998.)						441
					· - ,		75%
	or, Number of manda	iuiy roo sidis U	пиет пор-ар	лочеи ехсериоп			

	b. Number of FSS	families currently e	enrolled		329
				per of families currently enrolled in your FSS program, but who assistance is administered by another PHA	$\boxed{ \color{red} 0 }$
	Percent of FSS s	slots filled (b + c di	vided by a)		N/A
14b.		enrolled FSS famil As required to ad	ies with escrow ac	ces. The PHA has made progress in supporting family self-sufficiency as ecount balances. (24 CFR 984.305) program.	measured by the
	PHA Response	Yes _X	No		0
				of families with FSS escrow accounts currently enrolled in your and whose Section 8 assistance is administered by another PHA	
Deco	ncentration Bonus I	ndicator (Option	al and only for PH	As with jurisdiction in metropolitan FMR areas).	
The F	PHA is submitting with	n this certification d	ata which show th	at:	
(1)	Half or more of all Se PHA FY;	ection 8 families with	n children assisted l	by the PHA in its principal operating area resided in low poverty census tracts a	at the end of the last
(2)	The percent of Section 8 mover families with children who moved to low poverty census tracts in the PHA's principal operating area during the last PHA is at least two percentage points higher than the percent of all Section 8 families with children who resided in low poverty census tracts at the end of the PHA FY:				
	or				
(3)		two percentage po		o moved to low poverty census tracts in the PHA's principal operating area e percent of all Section 8 families with children who resided in low poverty ce	
	PHA Response	Yes _X	No	If yes, attach completed deconcentration bonus indicator addendu	m.
also d Section	certify that, to my prese on 8 rental assistance ing: Anyone who kno	ent knowledge, the in accordance with owingly submits a f	e is not evidence to Federal law and o alse claim or make	nowledge, the above responses are true and correct for the PHA fiscal year in to indicate seriously deficient performance that casts doubt on the PHA's cap regulations. The serious is a false statement is subject to criminal and/or civil penalties, including cor §§ 287, 1001, 1010, 1012, 1014; 31 U.S.C. §3729, 3802).	acity to administer
•	is, illies, and civil and utive Director, signatu	·	iailies. (10 U.S.C.	Chairperson, Board of Commissioners, signature	
	ielsea J. Andrews			Roy O. Priest	
					
Date -	(mm/dd/yyyy)				

The PHA may include with its SEMAP certification any information bearing on the accuracy or completeness of the information used by the PHA in providing its certification.

SEMAP Certification - Addendum for Reporting Data for Deconcentration Bonus Indicator

	Date (mm/dd/yyyy)
PHA Name <u>I</u>	Iousing Opportunities Commission
	ting Area of PHA Montgomery County, MD centity for which the Census tabulates data)
operating areas	etions for State or regional PHAs. Complete a copy of this addendum for each metropolitan area or portion of a metropolitan area (i.e., principal) where the PHA has assisted 20 or more Section 8 families with children in the last completed PHA FY. HUD will rate the areas separately the ratings will then be weighted by the number of assisted families with children in each area and averaged to determine bonus points.
2020 Census	Poverty Rate of Principal Operating Area 7.9 %
To qualify for	Obtain Deconcentration Indicator Bonus Points bonus points, a PHA must complete the requested information and answer yes for only one of the 3 criteria below. However, ional PHAs must always complete line 1) b for each metropolitan principal operating area.
2,185	a. Number of Section 8 families with children assisted by the PHA in its principal operating area at the end of the last PHA FY who live in low poverty census tracts. A low poverty census tract is a tract with a poverty rate at or below the overall poverty rate for the principal operating area of the PHA, or at or below 10% whichever is greater.
3,337	b. Total Section 8 families with children assisted by the PHA in its principal operating area at the end of the last PHA FY.
65%	c. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the last PHA FY (line a divided by line b).
	Is line c 50% or more? Yes X
2)	 a. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the last completed PHA FY.
	b. Number of Section 8 families with children who moved to low poverty census tracts during the last completed PHA FY.
	c. Number of Section 8 families with children who moved during the last completed PHA FY.
	d. Percent of all Section 8 mover families with children who moved to low poverty census tracts during the last PHA fiscal year (line b divided by line c).
	Is line d at least two percentage points higher than line a? Yes No
3)	a. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the second to last completed PHA FY.
	b. Number of Section 8 families with children who moved to low poverty census tracts during the last two completed PHA FYs.
	c. Number of Section 8 families with children who moved during the last two completed PHA FYs.
	d. Percent of all Section 8 mover families with children who moved to low poverty census tracts over the last two completed PHA FYs (line b divided by line c).
	Is line d at least two percentage points higher than line a? Yes No

If one of the 3 criteria above is met, the PHA may be eligible for 5 bonus points.

See instructions above concerning bonus points for State and regional PHAs.