

MONTHLY REPORT TO THE BOARD OF COMMISSIONERS

Housing Authority of the City of Milwaukee

Housing Choice Voucher Program

OVERVIEW:

This report details the activities currently under the direction of the Housing Choice Voucher Program.

SYNOPSIS:

CVR Associates, Inc. began its management of the Housing Authority of the City of Milwaukee’s Housing Choice Voucher Program effective January 2, 2025. At project inception, the program has a SEMAP rating of Troubled and is in shortfall. CVR has taken immediate action to begin to address backlogs in every area of operations including but not limited to annual recertifications, interims, late HQS inspections, program enforcement, and leasing and move-ins. The information below highlights the current status of our efforts at increasing staffing, compliance, addressing inherited backlogs, and overall operations for the month of August 2025.

STAFFING UPDATE

Staffing Update

Below is the staffing breakdown for HACM. These figures include new hires made in August 2025, with 4 starts in September, so far.

Staffing Update

To be fully staffed, HACM requires **49 FTEs** based on the current budget. Below is a summary of current staffing progress:

Staffing Numbers for Monthly Board Meeting - HACM Engagement				
Current Positions (ALL)	Requisition Requirement	# of Active Employees	# of Openings	Hires for the month of: August, 2025
Allocated FTE's				
HCV Director	1	1 Pending	0	N/A
Deputy Program Director	1	1	0	0
HCV Program Supervisor	1	1 Pending	0	0
HR Generalist	1	1	0	0
PBV/Customer Service Manager	1	1	0	0

Customer Service Representative (Bi-lingual)	2	1	1	0
Customer Service Representative (FTE)	4	4	0	0
Inspections/Owner Services Supervisor	1	1	0	0
Inspectors	2	2	0	0
Abatement Coordinator	1	1	0	0
Owner Services Coordinators	1	1	0	0
Admissions Supervisor	1	1	0	0
Admin Support (Admissions)	1	1	0	0
Eligibility Specialist	2	2	0	0
Portability Specialist	1	0	1	0
Wait List Specialist	1	1	0	0
Team Lead (or Project Manager) Leasing	1	1	0	0
Team Lead (or Project Manager) PBV	1	1	0	0
Team Lead (or Project Manager) HCV	2	2	0	0
Housing Specialists (Leasing Contract)	1	1	0	0
Housing Specialists (Recert)	11	11	0	4
Housing Specialists (PBV)	3	3	0	2
Housing Specialists (Additional Support)	4	0	4	0
Performance Management Manager	1	1	0	0
Quality Control Specialist	1	1	0	0
Enforcement Specialist	1	0	1	0
PIC / Reporting Analyst	1	1	0	0
Total FTEs:	49	40	7	6
-Temporary Staff-				
Temp Scanning Clerk	2	2	0	0
Temp Customer Service Representative	3	3	0	1
Temp Housing Specialist - Remote (Additional Support)	5	5	0	0
Total Temps:	10	10	0	1
-Corporate Staff-				
Sr. Associates	-	4	-	-
Associates	-	1	-	-
Jr. Associates	-	1	-	-
QC/Scanning Manager	-	1	-	-
QC Specialist	-	3	-	-
Total Corporate Staff Assistance (Temporary):		10		
-Subcontractors-				
BDO Finance				
NKA Subcontractors Group				
Total Workforce Numbers				
Grand Total:	59	60	7	7

New Hires in August (7 total starts):

- 1 Temp CSR (Backfill due to promotion)
- 6 Housing Specialists

New Hires – Hired in August with September starts:

- 1 Temp Scan (1st backfill, 2nd backfill paused)
- 1 PBV/Customer Service Manager (Backfill)
- 1 Temp CSR (Backfill)

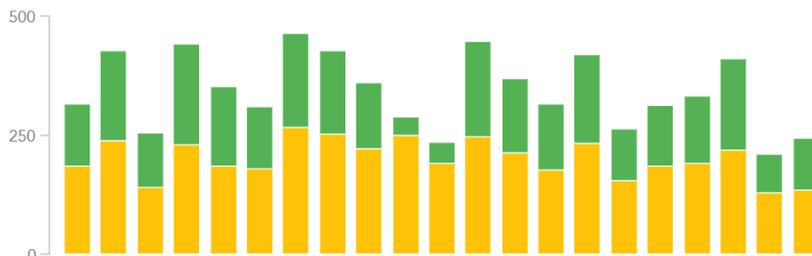
Remaining Vacancies:

- **HCV Director** –the search is considered “paused” as the current Deputy Director is being considered for this role.
- **HCV Program Supervisor** – Slow to acquire qualified candidates – System | One is assisting with recruitment initiatives
- **1 Portability Specialist** – Interviews are ongoing (offer made in August; candidate did not start).
- **1 Bilingual CSR** – Employee quit without notice.
- **1 Enforcement Specialist** – Employee quit without notice.
- **4 Additional Housing Specialists** (Separate from original acquisition identification)

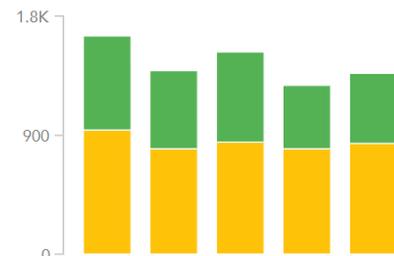
CALL CENTER AND CUSTOMER SERVICE

CVR began taking customer support calls on January 2, 2025 relative to the HCV and PBV programs. In the first quarter of 2025, CVR handled an average of 5,300 calls per month and the 2nd quarter averaged 4,200 calls per month. In August 2025, CVR handled approximately 4,500 calls, showing slight increase in the number of calls handled on average in comparison to average Q2 numbers.

Handled Conversations by Direction by Date

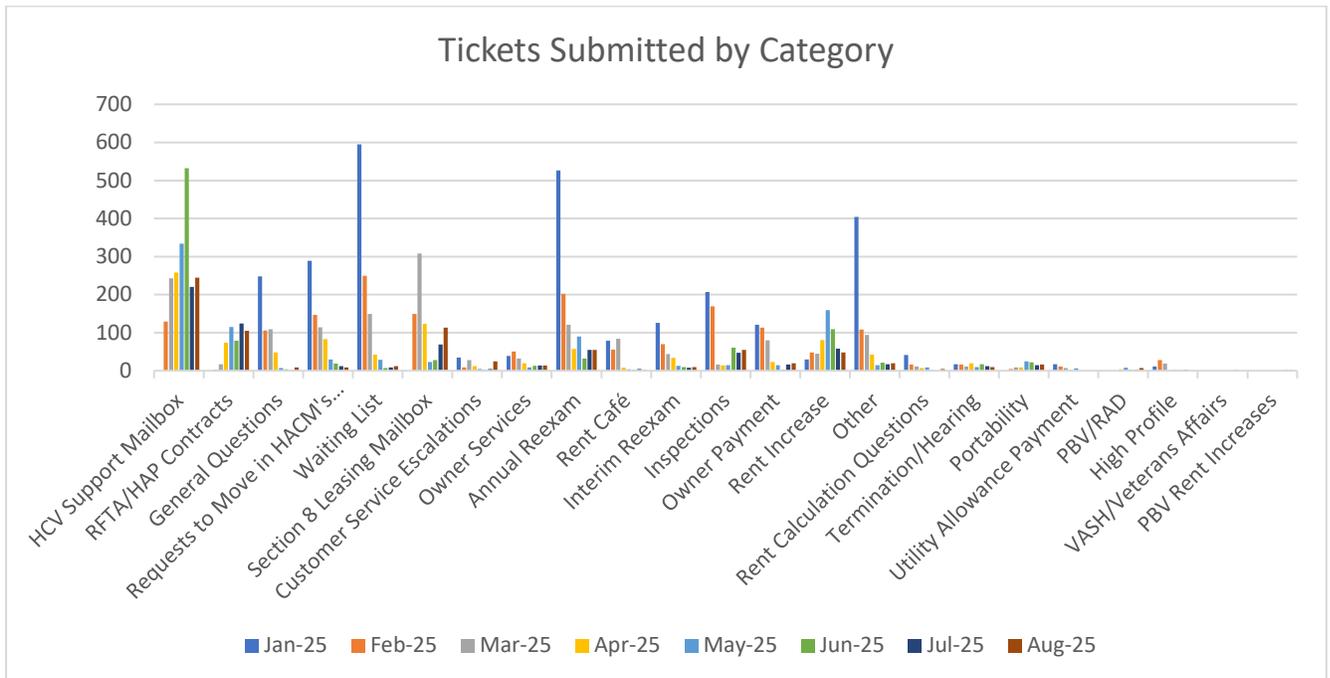


Handled Conversations by Direction by Weekday



While CVR created 6,042 tickets in CVR’s Ticketing System during the first quarter of 2025, averaging 2,000 tickets per month and 2,852 tickets during the second quarter of 2025, averaging 951 tickets per month, which shows a drastic decrease in the number of inquiries submitted to

the ticketing system for follow up. CVR received 780 tickets in the month of August 2025, which continues to show a downward trend.



LAB IN-PERSON ASSISTANCE

CVR’s team continues to hold lab hours each Wednesday for applicants and participants to receive in-person assistance in morning and afternoon sessions. On average, 20-25 persons are assisted in each session. The main reasons for assistance include:

- Rent Café credential resets
- Assistance in completing the annual recertification process

In August, CVR continued to offer an additional lab day on Fridays for the PBV waiting list eligibility pulls to assist these applicants with their online applications in an effort to increase the volume of responses. CVR has seen a significant positive impact on PBV leasing activities by holding these lab sessions and allowing applicants to receive help in-person.

CUSTOMER SERVICE LOBBY

CVR explored ways to further its operations and tracking of in-person assistance requests and is developing a custom lobby check-in webform where visitors will check themselves into the lobby upon arrival, providing brief information about who they are and the reason for their visit. The system will track their time of check in, reason for visit, and will link to CVR’s Reception Tool for the customer service representatives to use to receive a preview of the reason for the visit. The Tool will track wait times, assistance times, reasons for visits and provide valuable insight into data-driven needs.



Visitor First Name
Enter your first name

Visitor Last Name
Enter your last name

Visitor Email
Enter your email

by completing this form, you may receive a survey asking for feedback on your experience

Visitor Type
Select visitor type...

Visit Type
Select visit type...

Reason for Visit
Select reason for visit...

Check In

Reset Form

Upon final development of the custom webform and corresponding Reception Tool, housed in the CVR Tracker, CVR IT will ship a configured tablet, tablet stand, and work with HACM Maintenance to get the tablet stand installed in the lobby at 5011 W. Lisbon.

INTAKE AND LEASING

Due to HACM being in shortfall, only Project-Based Voucher (PBV) units, administered port-ins, and VASH referrals are actively being housed. CVR continues to work with HACM and HUD representatives on scheduled calls to coordinate next steps and planning.

The Waitlist department has begun to stabilize, sending a significant number of referrals to HACM properties. Of notable achievement, CVR has assisted in ensuring Cherry Court has achieved 100% occupancy. In addition, several other HACM properties now stating they have enough referrals on hand to fill their remaining vacancies. With a large majority being processed for Westlawn. This month, we also welcomed back processing referrals for Maskani.

During the month:

- 166 applications are being processed for approval
- 12 move-ins were processed

The Eligibility department hosted an Application lab, where waiting list pulls for Lapham, Becher, and Merrill were completed for eligibility determinations.

Moves and Lease Ups –

RFTAs Received: 54

New Units Processed: 62

Rent Increases Processed: 32 (this number will increase as August annuals are fully submitted)

Rent Increases Pending Completion	
Month Effective Date	Pending
April 2025	1
June 2025	2
October 2025	17

November 2025	52
December 2025	40
January 2026	4
February 2026	3

PORTABILITY

12 port out requests were processed during August, and 9 vouchers were issued for port-in requests. Port in requests are being billed to the initial housing authority for any new lease ups. 1 voucher was absorbed by East Point Housing Authority. CVR has communicated with the Chicago Housing Authority and they have tentatively agreed to absorb 7 HCV vouchers effective September 1, 2025.

CONTINUED OCCUPANCY

CVR reviewed its strategy closely throughout July and August, and due to staffing challenges and sheer complexities of the recertifications due to historical errors, CVR/HACM has strategically revised its approach to managing late and current recertifications. To mitigate delays and ensure continuity in Housing Assistance Payments (HAP), we have deployed corporate support to focus on resolving late recertifications, while simultaneously training new hires to handle current recertifications. This targeted strategy significantly reduces the risk of payment disruptions for property owners and reinforces our commitment to program integrity and service delivery.

As staff conduct the recertification process, significant volumes of the following issues have been uncovered:

- Prior year recertifications were often completed without updated household income and composition verification documentation
- Prior year recertifications were often completed without EIV/IVT report analyzing unreported income
- Unreported income cases were not followed up on and enforced
- Families with deceased head of households were not properly processed
- Families that were terminated or ported out were not properly processed, thus inflating late recertification reporting
- Families who received an increase in income were not properly given a 30-day notice of the increase in the tenant portion of the rent
- Unprocessed interim recertifications
- Families absent from units for over 12-18 months
- Failure to terminate families after not receiving HAP assistance for 180 days due to being over income for the program
- Unit discrepancies:
 - Families residing in units not reflected in YARDI
 - Mismatched addresses between YARDI and HAP contracts
- Missing or invalid documentation:
 - Unsigned HAP contracts (missing owner and HACM staff signatures)
 - Missing residential leases
 - Conflicting information between leases and HAP contracts
 - Missing other core documentation, such as birth certificates and other household documents

CVR understands the urgency of completing these files and share the commitment to resolving them as quickly as possible. However, it is critical to note the severe complexities involved are causing these cases to take longer than a standard recertification. Many of the issues stem from multi-year errors that require detailed review and correction. While our newer housing specialists bring strong transferable skills, they are still developing direct HCV expertise, so these cases often require case-by-case guidance from more experienced staff.

Our team is working diligently to resolve discrepancies, ensure compliance with program requirements, and, most importantly, to make families whole in situations where they were negatively impacted by prior errors.

Recertifications	25-Jan	25-Feb	25-Mar	25-Apr	25-May	Jun-25	Jul-25	Aug-25
Beginning Bal [Late]	616	1014	1383	1618	1930	2209	2416	2666
Reexams Due*	529	579	595	703	568	522	644	531
Processed Current**	228	280	89	35	12	13	7	8
Processed Late			335	455	388	377	407	365
Processed Future			12	6	1	0	0	3
Processed as 9-Search	27	9	23	14	9	5	11	15
Ending Bal	1014	1318	1618	1930	2209	2416	2666	2792

Interims	25-Jan	25-Feb	25-Mar	25-Apr	25-May	Jun-25	Jul-25	Aug-25
Processed	47	155	362	364	302	351	270	289

Moves	25-Jan	25-Feb	25-Mar	25-Apr	25-May	Jun-25	Jul-25	Aug-25
Transfer Moves	53	56	33	50	34	54	51	22
New Admissions	32	15	40	20	15	10	33	43
Port Ins	4	3	7	6	0	7	7	1
Port Outs	2	3	4	19	8	10	6	14

VETERANS AFFAIRS

Ongoing issues are being addressed weekly using joint spreadsheet from Veterans Affairs; updated and forwarded to lead VA Case Manager every Monday with updates. CVR participates in ongoing Bi-weekly Meetings on Wednesdays to discuss issues for resolution.

2 specific outstanding issues from 2024 currently being addressed. 34 active VASH vouchers searching; 6 vouchers in process; 5 move ins.

□

	TOTAL	INITATED	IN PROGRESS	PENDING
VASH	15	5	0	10
VASH VETS MANOR	2	2	0	0
VETS MANOR PB	8	4	0	4
NATIONAL SOLDIERS HOME	25	2	1	22
TOTAL:	50			

FAMILY SELF-SUFFICIENCY RECONCILIATION

Below is a summary of the FSS Reconstruction project, with 194 cases reported as enrolled at the inception. During the review:

- 9 cases were identified as Public Housing and updated accordingly and these were removed from the HCV FSS list
- 61 cases have been either graduated or reconstructed in Yardi to reflect the enrollment, current status, or exited as appropriate
- 2 graduates were processed for escrow payout in August
- 1 graduate was determined ineligible and exited from the program
- 39 FSS files are still pending record reconstruction
- Currently, we are working on 93 active cases. Of these, 29 occurred prior to the Yardi conversion and cannot be recreated in the system.

CVR has experienced some minor Yardi-related issues during reconstruction, but the team is coordinating with Yardi to resolve them.

ENFORCEMENT

Evictions, Vacates, Inspections & Hearing Letters Sent

<u>Category</u>	<u>Total</u>
▪ Hearing Requests Received	30
▪ Hearings Scheduled	9
▪ Final Terminations Processed	95
▪ Terminations Overturned by Hearing	2

Hearings are being held during the third week of each month, per the newly coordinated schedule with CVR's Hearing Officer.

The following letters were mailed out during the month of August relative to vacated units and evictions:

<u>Letter Type</u>	<u>Total Completed</u>
Vacate/Inspection Non-Compliance	0
Eviction Letters	1
Vacate Letters	1
Terminations from Evictions/Vacates	2

REASONABLE ACCOMMODATIONS AND VAWA

CVR continues to receive and review Reasonable Accommodation requests and Violence Against Women Act (VAWA) cases to review and process.

Reasonable Accommodations

RA Requests Received	39
RA Approved	6
RA Denied	4
RA Pending Documentation	1
RA Pending Review	28

VAWA

VAWA Requests Received	8
VAWA Requests Approved	8

UNREPORTED INCOME AND FRAUD CASES

Unreported Income Cases: 1,418

Fraud, Bribery, and Other Criminal Activity Cases: 8

The agency has a large volume of potential unreported income cases being reported by HUD through its Income Validation Tool, which queries income from earned income sources, unemployment benefits, and benefits provided by the Social Security Administration. The highest of these cases is just under \$100,000 of potential unreported income, the average is \$13,768 and across all 1,418 cases is the potential for more than \$19 million in unreported income from participants in HACM’s HCV and PBV programs. There is one household from 2022, thirteen households from 2023 and the remainder of households are 2024 to current. It is evident from the data, that the former HACM administration stopped managing this report around January 2024.

In order to address these cases, CVR drafted a letter to be sent to all families on the list. The letter will advise them of the purpose for reaching out, to determine if the unreported income provided by this tool is in fact unreported income, is income the system is configured to note as possibly unreported income due to the PHA policy for reporting income changes, instances where the family did properly report an income change but due to HACM error the 50058 was not updated, or in very rare instances, potential income earned from identity theft.

With the letter, CVR is providing each family with their current HUD Enterprise Income Verification (EIV) report and Income Validation Tool (IVT) report for the family’s review. The HUD EIV report simply reports information about the income sources located for each of the household members as a historical record and could span over many years. The IVT report will show similar information but will drill down on which income the system believes may be unreported that needs follow up from the family. In addition, the family is also provided with an Employment Verification Form to send to any current or former employer in question as a courtesy to the family, for the employer to fill out and return to the program to validate any earned income. Lastly, the family is supplied with a hearing request form with information on how to request a hearing in the event the family disagrees with the unreported income.

Documentation from each of the households is required, and failure to provide documentation regarding the potential unreported income could lead to program termination. In the event that it is determined that the family did not report their household income appropriately, the household may owe funds back to HACM. CVR will offer a repayment agreement on behalf of HACM to the households for any Housing Assistance Payments that were paid in error due to unreported income totaling under \$5,000. In the event that unreported income resulted in Housing Assistance

Payments greater than \$5,000, the household would need to pay down the amount to a maximum of \$5,000 in order to enter into a repayment agreement. There is a cascading scale for the repayment agreement period based on the amount of debt owed, with a maximum term of 3 years for the highest amounts owed. If the household does not comply with the repayment agreement process or refuses to enter into a repayment agreement, the household may be terminated and the debt will be reported to HUD, and CVR will coordinate with HACM to utilize other available collection alternatives including, but not limited to: collection agencies, small claims court, civil lawsuit, or state income tax set-off program. In the event of egregious non-reporting of income such as intentional fraud, patterns of deception, providing false documentation, contributing to substantial overpayment of subsidies, and/or failure to cooperate, the case could be reported to HUD's Office of Inspector General for further investigation.

107 letters regarding this potential unreported income have been mailed in August. In the event that families need help in understanding the purpose of the letter or need other assistance through the process, the CVR will work with the family to assist them. Given that there was not proper monitoring and management of this report in the past, CVR expects families will be upset with being asked for this information; however, it is required by HUD and is imperative to maintain program integrity.

REPAYMENT AGREEMENTS

CVR's enforcement team noted the following updates relative to participant unreported income and repayment agreements for funds owed back to HACM:

Active Repayment Agreements: 11

New Repayment Agreements Established: 2

QUALITY CONTROL

A total of 486 quality control file reviews were completed in August 2025 for work completed in 2025. Deficient areas are being tracked to provide ongoing training, with targeted support being developed to address recurring issues and improve overall compliance and performance

File review training sessions were conducted to enhance staff understanding of common errors, proper file correction procedures, and the overall review process. These sessions aimed to improve accuracy, consistency, and compliance in file documentation.

File Scanning

The file scanning project is still underway; however progress has stalled because there are a remaining 2,000 files located in a large rotary filing cabinet that is inoperable. CVR is pending assistance from HACM in getting into the filing cabinet so that the files can be retrieved and scanned.

100% File Review: 2022 – 2023

During the 2022-2023 review period, NKA Contractors, LLC successfully completed 1,304 file reviews, surpassing their monthly goal of 1,000 reviews. They remain on track to complete the review of all remaining files by the target date of December 31, 2025.

PROJECT-BASED VOUCHERS RECONCILIATION

CVR completed additional reconciliation analysis in May 2025 relative to reconciling the records for the Project-Based Voucher program. This analysis and reconciliation is ongoing. Per HACM instruction, CVR has begun to reconcile Westlawn Renaissance 5, 6, and 7 first then move to the greatest potential financial impacts after that. Late recertifications are being processed for all properties.

Property Name	Total Discrepancies Found	Total Discrepancies Resolved	Comments
Becher Court RAD PBV	25		Reconciliation Pending
Becher Terrace	26		Awaiting additional information from the property manager
Carver Park Town Homes RAD	4		Reconciliation Pending
Cherry Court PBV and RAD	10		Reconciliation Pending
Convent Hill RAD	7		Reconciliation Pending
Highland Gardens PBV and RAD	8		Reconciliation Pending
Holton Terrace RAD PBV	13		Reconciliation Pending
Lapham Park PBV and RAD	25		Reconciliation Pending
Maskani Place Project Based	0		Leasing to begin in September 2025
McAuley Project Based	3	3	Reconciliation Complete
McKinley School Apartments	0	0	Reconciliation Complete
Merrill Park RAD	18		Reconciliation Pending
MLK Library PBV	0		Pending HAP Execution
National Soldiers Home	18		Reconciliation Pending
Olga Village RAD	1		Reconciliation Pending
Prairie Apartments Project Based			Rent roll received. Review in progress. Follow up sent to PM to resolve discrepancies.
Riverwest PBV	0	0	Pending HAP Execution
Scattered Sites I RAD	3		Reconciliation Pending
Scattered Sites II RAD	4		Reconciliation Pending
Scattered Sites Project Based	1		Pending Reconciliation
Surgeons Quarters Project Based	1		Reconciliation Pending
United House Project Based	0	0	Reconciliation Complete
VASH Veterans Manor Project Based	7		Reconciliation Pending
Veterans Manor Project Based	4		Reconciliation Pending
Victory Manor RAD	18		Reconciliation Pending
Water Tower View Project Based	8	8	Reconciliation Complete
Westlawn Gardens PBV and RAD	31		Reconciliation Pending

Westlawn Gardens Scattered Sites RAD	8		Reconciliation Pending
Westlawn Renaissance III RAD PBV	26		Reconciliation Pending
Westlawn Renaissance IV PBV and RAD	25		Reconciliation Pending
Westlawn Renaissance V PBV and RAD	38	17	Reconciliation in Progress
Westlawn Renaissance VI RAD PBV	125		Reconciliation in Progress; Pending documentation from the property manager
Westlawn Renaissance VII PBV and RAD	88	60	Reconciliation in Progress
TOTAL	545		

Maskani Place aims to begin leasing units in September 2025 and is currently under construction activities.

HAP Contracts Pending Execution

HAP Contract execution for Riverwest and MLK Apartments was delayed in August due to pending documentation from families already residing in units tentatively set aside for PBV assistance. This resulted in the need for the PBV units to pass a new inspection, as it had been more than 60 days since the prior passed inspection. All units passed inspection for both properties and the HAP Contracts were drafted for August 29, 2025 for Riverwest and August 28, 2025 for MLK Apts.

FINANCE

WE Energies

All past WE Energies payments have been applied by WE Energies and new URP recipients are converted to WE Energies after the first check is processed. WE Energies provides account numbers for all newly tenants to their list and they are updated before the next check run. This process seems to be running very smoothly at this time.

Check Run

July HAP \$4,979,586.05 (\$4,910,892 VMS month - Units leased is down slightly for July 68)

August HAP \$4,976,185.32 (\$4,476,983 VMS month)

We continue to have issues with Yardi and “canceled” payments reappearing. Those payments are being changed to previously paid to prevent them from reappearing in the future. Those payments did not appear on the September Edit report but several hundred were in the pending HAP on PRH Manager during the check run. Each time we returned the PRH Manager the number increased. CVR will continue to work with Yardi on these issues.

OWNER SERVICES

CVR enrolled 622 new landlords onto EFT and ended sending checks via mail. CVR continues to contact the landlords directly, who have not enrolled in direct deposit, to enroll them in EFT.

Approximately 100 checks are still being printed for landlords, mortgage companies and other housing authorities.

CVR continued to send out its HACM Monthly Newsletter and held its Monthly Virtual Owners meeting for all landlords on August 13, in which 55 attendees joined. Topics such as the new inspection standard - NSPIRE, rent increases and late recertifications were discussed.

In the newsletter, CVR highlighted:

- Late recertifications
- Reminding landlords of mandatory direct deposits and how to enroll
- Inspection Requirement Reminder:
 - Property owners have been notified of updated inspection standards. Effective December 29, 2024, HUD requires all HCV and PBV units to have:
 - 10-year sealed battery smoke detectors in every sleeping room, living room, dining room, and on each floor.
 - 10-year sealed battery carbon monoxide detectors on each floor and within 21 feet of gas appliances.

These requirements are part of HUD's NSPIRE Standards.

- Landlord Portal Enhancements
 - As part of ongoing improvements to landlord services, the HACM Landlord Portal now includes the following new features:
 - Inspection Reports: Available under the "Attachments" icon, typically posted the next business day after inspection.
 - Rent Increase Requests: Eligible landlords can now submit requests directly through the portal using the "Rent Increase Request" icon.
 - Real-Time Account Access: Landlords can view up-to-date information without needing to contact staff.

RENT CAFÉ/YARDI VOYAGER

CVR attends weekly meetings with Yardi representatives relative to Yardi and Rent Café configurations and troubleshooting. CVR worked with the Yardi and Rent Café representatives to:

- Troubleshoot letter generation issues in Rent Café for recertifications.
- LL rent increases are beginning to come in through the portal – 68 Pending/224 Incomplete (Landlord Responsibility)
- Landlords will need additional information on completing the rent increase process in Rentcafe.

In addition, work continues with the Rent Café representative on preparing the following workflows in Rent Café.

- Online Tenant Briefing
 - CVR reviewed the current briefing presentation and CVR's video development team is developing a new HCV Tenant Briefing video that will be imbedded in this process

- CVR is also developing a PBV Tenant Briefing video; however, it will not be housed in Rent Café as these participants do not receive vouchers so they are briefed separately
- RFTA Submission
- HAP Contract Execution

INSPECTIONS

The following tables reflect the various inspection statistics for the month of August 2025.

Inspection Summaries

Start Date 8/1/2025

End Date 8/31/2025

Results

Result	Quantity	Percent
Pass	352	53.50%
Fail	211	32.07%
No Show	90	13.68%
Vacant	5	0.76%

Series Types

Inspection Series Type	Quantity	Percent
Annual	389	59.12%
Initial	163	24.77%
Complaint	92	13.98%
Miscellaneous	8	1.22%
Quality Control	6	0.91%

Inspection Types

Inspection Type	Quantity	Percent
Re-inspection	198	30.09%
Annual	157	23.86%
Initial	132	20.06%
Emergency Re-inspection	89	13.53%
Emergency	47	7.14%
Complaint	33	5.02%
Additional Repairs	2	0.30%

Inspectors

Inspector	Quantity	Percent
Mellena Hoppe	13	1.98%
Ryan Kinsella-Alba	341	51.82%
Tony Smith	304	46.20%

Enforcement

The enforcement score provides a measure of timely follow-up on failed inspections. The average inspection enforcement rate for Q1 is 87.40% compared to the average of 99.61% for the first

two months of Q2. The figure indicates that follow-up actions were generally timely in Q1 but significantly improved in Q2 month one.

The accompanying data table details inspection activity for July, outlining the total number of inspections and their status within that period. Between July 1 and July 31, 2025, there were 103 inspections conducted. Out of these, only one inspection was marked as closed. The overall improvement in enforcement scores from Q1 (87.40%) to Q2's (99.61%), indicating greater adherence to regulatory timelines and more timely follow-up on inspection failures.

	7/1/2025	Q2 Total	Q1 Total
Total Inspections:	103	435	252
Closed:	1	35	10
	102	400	262
	Compliant	Compliant	Compliant
Extension	0	0	6
Passed within 30 days	73	254	135
Re-inspected within 30 days	29	145	88
	102	399	229
	Not Compliant	Not Compliant	Not Compliant
Emergency follow up not performed on time	0	0	5
Not re-inspected within 30 days	0	1	8
	1	1	13
Score:	100.00%	99.75%	87.40%

Abatement Counts

CVR determined abatement of HAP in cases where the property owner or agent did not maintain Housing Quality Standard (HQS). This month, 34 abatements were approved with effective dates of 9/1/2025 and 8/1/2025. This suggests that potential abatements for 8/1 may not have been entered promptly, or results were not updated prior to the month-end cutoff. Additionally, eight abatements were closed following successful inspection outcomes.

94 Total Abatements / 59 Inactive as of August 31.

Quality Control Inspections

QC Performance measures how accurately inspectors identify failures during inspections by comparing their findings to those of the QC inspector. An acceptable rating requires a pass percentage above 90%.

There were zero QC inspections scheduled in August.

Late Inspections

Late inspections are identified by comparing the scheduled due date—established as part of the biennial inspection cycle—with the actual date the inspection was completed. If an inspection occurs after its assigned window within the two-year period, it is considered late. Tracking these occurrences ensures that facilities adhere to regulatory timelines and helps quantify process gaps for improvement. Such determinations typically rely on a review of inspection logs, scheduling records, and compliance tracking systems to verify whether inspections align with their mandated schedule.

No inspections were late this period.

Inspections Standards Shift from HQS to NSPIRE:

All inspection staff attended NSPIRE training and field training. All staff scored above 80% on the post test. Staff will be provided time prior to October 1, to review all of the materials and familiarize themselves again with the process before it goes live on October 1, 2025.

CVR has prioritized ensuring that landlords have access to information about the change from HQS to NSPIRE inspection standards, as these standards do differ. CVR anticipates that despite including information in the owner newsletters and discussing NSPIRE in the monthly landlord meetings, that some landlords may struggle with the change in standards.

Inspections Customer Service

Looking at the conversations related to HACM Inspections (English), there were 1,123 conversations in total, of which 103 were abandoned. This translates to a relatively low abandonment rate, reinforcing the observation that service accessibility and responsiveness have improved. Collectively, these figures point to ongoing enhancements in operational performance and customer experience within the inspection services.

Conversations including Abandoned

Queue	Conversations including Abandoned	Abandoned Conversations	Handled Conversations	Average Talk Time	Conversation Talk Time
HACM - Inspections (English)	1,165	131	1,007	02:54	2 days, 3h 1:50
HACM - Inspections (Spanish)	9	1	8	00:54	08:57

Queue	Abandoned Conversations	Abandoned under 15 Sec	Abandoned under 30 Sec	Abandoned under 45 Sec	Abandoned under 60 Sec	Avg Abandon Time
HACM - Inspections (English)	131	10	18	25	32	03m 52s

HACM - Inspections (Spanish)	1	0	0	0	0	01m 00s
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BARRIERS

CVR has requested PIC/EIV access for its users starting in December 2024. To date, there are still several staff members that do not have the appropriate access.

Respectfully submitted by: **Tracey Sheffield**
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