

MONTHLY REPORT TO THE BOARD OF COMMISSIONERS

Housing Authority of the City of Milwaukee

Housing Choice Voucher Program

June 2026

EXECUTIVE SUMMARY:


During June 2026, CVR continued to make measurable progress toward stabilizing the Housing Choice Voucher (HCV) Program by improving compliance, reducing operational backlogs, strengthening internal controls, and positioning HACM for future leasing growth. While recruitment and retention challenges continue to require corporate staffing support, operational performance remained stable across key program areas. Additional information is provided throughout the Staffing, Customer Service, Compliance, and Quality Control sections of this report.

The program continues to demonstrate significant improvement in SEMAP performance. Based on the current self-assessment, HACM's performance falls into the Standard Performer designation with 130 of 145 possible points (89.65%). See the SEMAP Self-Assessment section for additional details.

A significant milestone was achieved with the successful completion of the Housing Choice Voucher waiting list lottery. CVR completed the random selection of 5,000 applicants from 8,801 pre-applications, restoring compliance with HACM's Administrative Plan and establishing the agency's official HCV waiting list. Although HACM remains unable to issue new vouchers while HUD's formal release from shortfall status is pending, the agency is prepared to resume voucher issuance immediately upon release. Additional information is included in the Intake and Leasing section.

Continued Occupancy operations demonstrated measurable improvement through ongoing reduction of the recertification backlog, enhanced oversight, strengthened coordination with PBV property partners, and a participant-focused approach that emphasizes obtaining required documentation prior to pursuing termination whenever appropriate. As a result of these efforts, HACM is currently projected to receive partial SEMAP points for timely annual recertifications (Indicator 9), an improvement from receiving no points in 2025. These initiatives continue to strengthen program compliance while promoting housing stability for participating families. See the Continued Occupancy and SEMAP sections for additional information.

The Veterans Affairs Supportive Housing (VASH) program continues to show substantial operational improvement. Internal processing efficiencies have reduced the average time from completed application to voucher issuance to approximately 10.5 days, while maintaining strong coordination with Veterans Affairs through regular case management meetings. The largest remaining lease-up challenge continues to be veteran housing search time and unit availability, rather than internal processing. Additional performance metrics are included in the Veterans Affairs section.



Leasing utilization remains a primary organizational priority. CVR continues working collaboratively with HACM leadership and PBV property management partners as they take steps to improve unit readiness, reduce vacancies, and maximize leasing opportunities across the PBV portfolio. CVR is also evaluating opportunities with HACM's Interim Chief Operating Officer to reserve additional PBV units that can be leased quickly as they become available. While these collaborative efforts continue, prolonged vacancies and delays in unit readiness could impact leasing utilization and present a potential risk to SEMAP Indicator 13. Upon HUD's release of HACM from shortfall status, CVR is prepared to immediately convert eligible Emergency Housing Vouchers, absorb portability vouchers, and resume HCV voucher issuance to accelerate leasing activity. Additional discussion is provided in the Intake and Leasing and SEMAP sections.

Overall, the program continues to demonstrate meaningful progress in strengthening compliance, improving operational performance, and positioning HACM for long-term success. Continued collaboration with HUD, HACM leadership, Veterans Affairs, PBV property partners, and corporate support staff remains essential to sustaining these improvements and advancing the agency toward full program recovery. The information below highlights the current status of our efforts at increasing staffing, compliance, addressing inherited backlogs, and overall operations for the month of June 2026 through June 23rd.

OPERATIONAL DETAILS BY DEPARTMENT

STAFFING

Below is a summary of current staffing progress:

Current Positions (ALL)	Requisition Requirement	# of Active EEs	# of Openings	Hires for the Month
Allocated FTEs				
HCV Director	1	1	0	0
FINANCE/ANALYTICS				
Special Projects Coordinator	1	1	0	0
OWNER SERVICES/INSPECTIONS				
Owner Services/Inspections Supervisor	1	1	0	0
Inspectors	3	3	0	1
Abatement Coordinator	1	1	0	0
ADMISSIONS AND LEASING				
Admissions Supervisor	1	1	0	0
Portability Specialist	1	1	0	0
Lease and Contracts Specialists	3	2	1	0
Eligibility Specialists	2	2	0	0
Wait List Specialist	1	0	1	0
Admin Support/Customer Care Specialist	1	1	0	0
OCCUPANCY AND RECERTIFICATIONS				
Program Supervisor	1	1	0	0
PBV Housing Specialist	3	3	0	0
Housing Specialist	6	6	0	0
NKA Compliance and QC Manager	1	1	0	0
NKA Recertification Specialists	5	5	0	0
COMPLIANCE AND CUSTOMER SERVICE				
Customer Service/Compliance Manager	1	1	0	0
Enforcement Specialist	1	1	0	0
PIC / Reporting Analyst	1	1	0	0
Customer Service Representative	3	3	0	0
Temp Customer Service Representative (S O)	5	1	4	0
Total:	43	35	6	1
-Corporate Staff-				
Sr. Associates	-	1	-	-
Associates	-	2	-	-
Jr. Associates	-	2	-	-
QC Specialist	-	2	-	-
Total Corporate Support		7		

-Subcontractors-

BDO Finance				
NKA Subcontractors Group				
Total Workforce Numbers				
Grand Total:	42	41	6	1

Recruitment and retention challenges continue to impact staffing, with a notable number of candidates either failing to attend scheduled interviews, experiencing attendance issues after hire, or not completing onboarding and training. To maintain service levels and minimize operational disruptions, CVR continues to leverage corporate support staff to assist with vacancies and ensure continuity of operations.

CVR is continuing its relationship with NKA Subcontractors Group into 2026 to maintain the MBE requirement in year 2. NKA has shifted to processing a portion of HACM’s recertifications beginning with recertifications due May 2026 and attended CVR’s comprehensive recertification training process in January in order to prepare them for their new role. CVR will maintain staff on-site in the Milwaukee office to continue processing HOME, FSS, PBV, and some HCV recertifications and to continue offering lab assistance on Wednesdays for any families who need hands on assistance. NKA will maintain a minimum of 4 qualified and experienced housing specialists for this work and have a quality control manager. CVR will also conduct a percentage of quality control file reviews each month to ensure accuracy and completion, and the subcontractor will have a dedicated point of contact from CVR who will meet with them regularly.

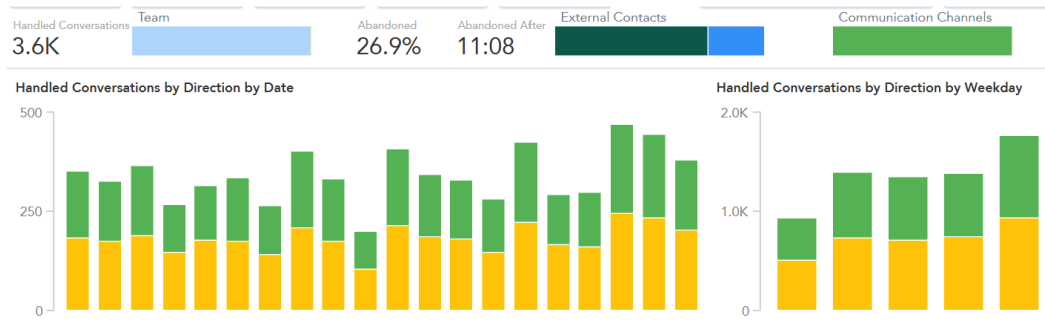
CALL CENTER AND CUSTOMER SERVICE

In June, the Customer Service Center handled approximately 3,020 inbound and outbound calls. Service levels remained stable due to significant support from corporate staff, who handled approximately 1,800 calls and provided essential coverage during periods of reduced internal staffing.

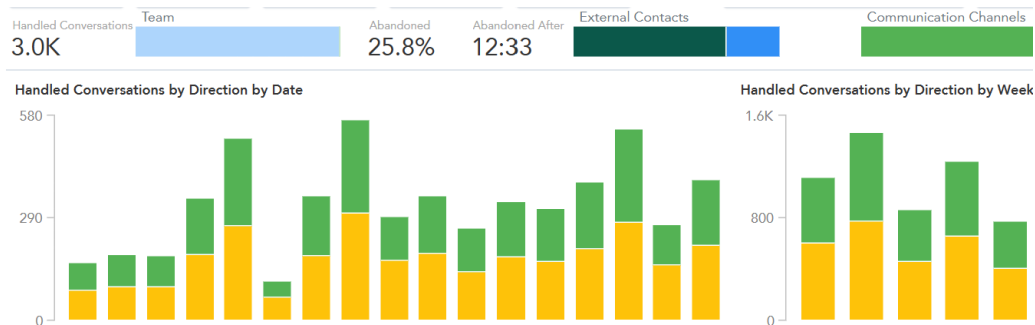
The team averaged 140 calls per day, with Fridays continuing as the busiest day, followed by Tuesdays. The abandoned call rate increased slightly (just over 1%), primarily due to staffing shortages, and staff balancing front desk responsibilities with phone coverage.

To improve service delivery, leadership continued weekly operational and customer service training focused on portability, moves, documentation, complaint resolution, inspections, and rent increase processing. Staff also continued utilizing robo-calls to support intake completion and lease-up activities while maintaining ticketing and documentation requirements to ensure timely follow-up and accountability.

May 2026



June 2026 (through June 23)



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, 25-30 persons are assisted in each session. The main reasons for assistance include:

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

CUSTOMER SERVICE LOBBY

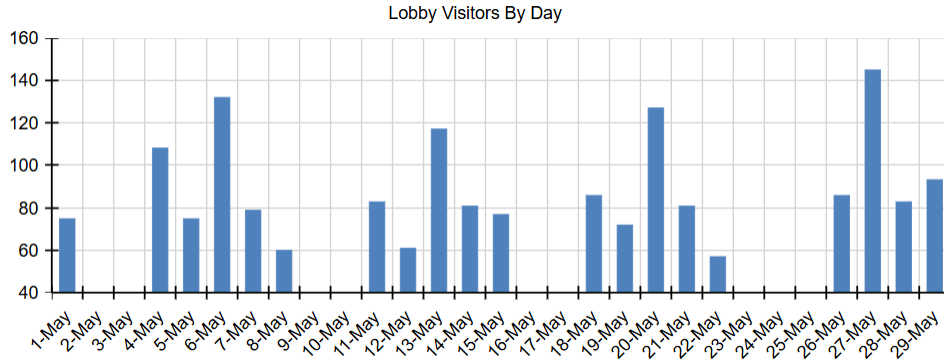
In May 2026, Customer Service staff assisted a total of 1,778 families in the office, and 1,535 visitors for June through June 23rd. The majority of visits were related to Annual Recertifications, document submissions, move requests, and waiting list inquiries.

Data accuracy continued to improve through enhanced verification of visit reasons during the check-out process, reducing reliance on the "Other" category and strengthening reporting integrity.

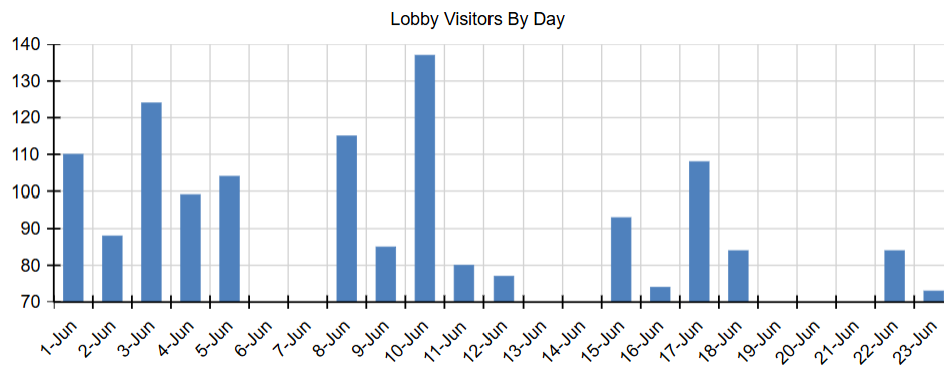
Attendance-related staffing challenges continued to impact front desk operations. Cross-functional support from the HCV Operations team helped maintain service levels; however, average customer wait times remained approximately one hour, highlighting the need for improved staffing stability and processing efficiency.

Leadership continues to prioritize attendance accountability, contingency staffing, and ongoing customer service training focused on first-contact resolution, policy consistency, and communication. Once staffing levels stabilize, an additional front desk position is planned to improve customer flow, reduce wait times, and lessen reliance on cross-functional support.

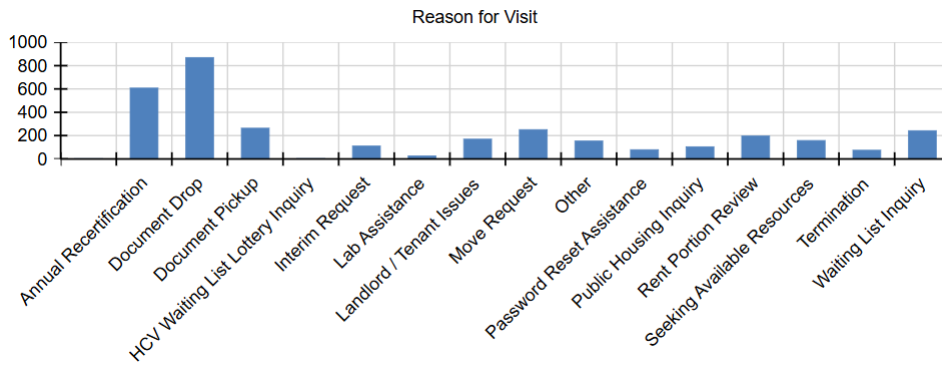
May 2026



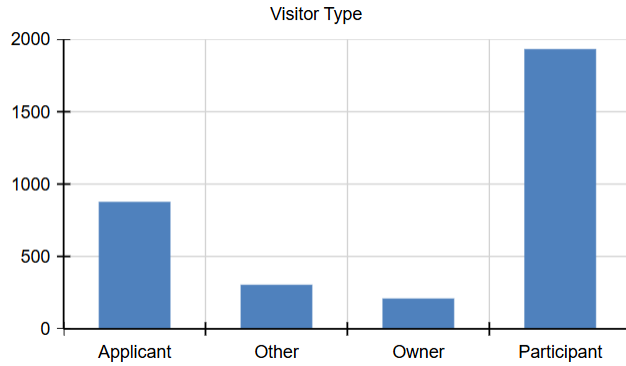
June 2026



May and June 2026



May and June 2026



INTAKE AND LEASING

Wait Lists Summary:

Type	Comments
HCV	Currently closed, 5,000 pre-applications pending from 2021-2024

CVR completed the random waiting list selection of 5,000 applicants from the list of 8,801 applicants to regain compliance with HACM's Administrative Plan on June 17, 2026.

Notices were sent in all 8,801 applicants via their Portal account and email on record to notify them if they were placed on the official HCV waiting list or not and any next steps and reminders. Applicants not selected to be placed on the official HCV waiting list will not have an opportunity to appeal the random selection. For the 5,000 applicants who are placed on the official HCV waiting list, this does not mean that the families are eligible or will receive a Voucher to search right away, as HACM remains in shortfall and unable to issue new Vouchers.

PBV Wait Lists

Numbers represent after generation

Property	1br	2br	3br	4br	5br
Becher Court	4,213	1,601	N/A	N/A	N/A
Becher Terrace (Referrals)	N/A	N/A	N/A	N/A	N/A
Carver Park	N/A	N/A	11,842	1,636	800
Cherry Court	4,819	N/A	N/A	N/A	N/A
Convent Hill	6,449	N/A	N/A	N/A	N/A
Highland Gardens	9,120	2,654	N/A	N/A	N/A
Holton Terrace	4550	N/A	N/A	N/A	N/A
Lapham Park	3719	1,277	N/A	N/A	N/A
Maskani Place (Referrals)	N/A	N/A	N/A	N/A	N/A
McKinley School (Referrals)	N/A	N/A	N/A	N/A	N/A
McAuley Apartments (Referrals)	N/A	N/A	N/A	N/A	N/A
Merrill Park	4,370	N/A	N/A	N/A	N/A
Olga Village	4,692	1,322	N/A	N/A	N/A
Prairie Apartments (Referrals)	N/A	N/A	N/A	N/A	N/A
Scat Sites	N/A	11,683	4,624	1,258	245
United House (Referrals)	N/A	N/A	N/A	N/A	N/A
Victory Manor	6,381	N/A	N/A	N/A	N/A

Water Tower View (Referrals)	N/A	N/A	N/A	N/A	N/A
West Lawn	8,362	5,716	3,922	1,124	233
West Lawn Gardens	6,515	N/A	N/A	N/A	N/A
MLK (Referrals)	N/A	N/A	N/A	N/A	N/A

Summary:

The PBV waiting lists have a healthy number of people, although some of the list have people signing up as early as 2020. The PBV waiting lists were last updated with continued interest in November 2024. Now that the HCV waiting list lottery is complete. CVR is coordinating with HACM Public Housing leadership on a coordinated waiting list continued interest process for the PBV waiting lists to determine which applicants remain interested in remaining on each waiting list. Current coordination and planning are underway and the continued interest process is estimated occur in early July 2026.

May 2026 PBV Waiting List Activity

During the reporting period, applicant selection activity continued across several PBV communities to support ongoing leasing efforts. Waitlist pulls included 500 applicants for Highland Gardens (1-bedroom), 100 applicants for Westlawn (1-bedroom), 100 applicants for Holton (1-bedroom), and smaller targeted selections at Convent, Cherry Court, Lapham Court, and Becher Terrace to address anticipated vacancies. Several properties continue processing applicants selected from previous waitlist pulls to ensure timely unit occupancy.

No waitlist selections were conducted for Carver or Scattered Sites for this period, as current vacancies are being filled through approved VAWA transfers. Merrill Park continues processing applicants from prior waitlist selections, with an additional pull anticipated in the coming months if needed.

Staff continued to work closely with property management partners to improve leasing efficiency and referral processing. Bi-weekly meetings were held with Maskani to monitor move-in progress and outstanding documentation, while refresher meetings were conducted with Becher Terrace and Team Management to reinforce referral and eligibility processes. Additional training and follow-up will continue as needed to support consistent leasing practices.

All scheduled move-ins at MLK and Riverwest have been successfully completed.

June 2026 PBV Waiting List Activity

During June, targeted waitlist selections continued to support leasing efforts across the PBV portfolio. Applicant selections included 20 applicants for Westlawn (4-bedroom), 30 applicants for Convent (1-bedroom), and 35 applicants for Cherry Court.

Bi-weekly coordination meetings with Maskani continued throughout the month to monitor leasing progress and address outstanding documentation needed for move-ins. While Maskani is currently operating with one vacant property manager position, creating some delays in obtaining required documentation, collaboration between HACM and property management remains ongoing to support timely lease-ups.

Westlawn reported in June that internal staffing constraints are hindering them from being able to process the referrals sent for review timely, and report working with HACM Human Resources to identify additional staffing.

Moves, Contracts and Leasing Summary:

The Request for Tenancy Approval (RFTA) review process marks the beginning of the Leasing and Contracts intake process and requires significant staff time to correct incomplete or inaccurate submissions. Tracking RFTA activity will help identify opportunities to improve owner compliance through targeted communication and training, reducing processing delays. Common errors with RFTA submissions include lack of landlord or tenant signatures, lack of utility responsibility indicators (tenant or landlord), lack of unit inspection-readiness date, and/or incomplete lead-based paint disclosure forms.

In addition, ensuring that owner leases align with HAP contract requirements continues to require staff attention. However, the standardized lease request letter CVR implemented has improved compliance, with more owners submitting leases that meet program requirements.

Move Activities		May	June
Transfer Vouchers Issued		66	36
Transfer Move HCV RFTAs Received and Processed		84	58
PBV RFTAs Received and Processed		22	13

Completed Contracts/Leasing	26-Jan	26-Feb	26-Mar	26-Apr	26-May	26-Jun	26-Jul	26-Aug	26-Sept	26-Oct	26-Nov	26-Dec
Transfer Moves	80	20	33	67	63	41						
New Admissions	19	25	12	10	18	9						

Portability Activities	26-Jan	26-Feb	26-Mar	26-Apr	26-May	26-Jun	26-Jul	26-Aug	26-Sept	26-Oct	26-Nov	26-Dec
Port. Ins	3	4	3	4	1	0						
Port. Outs	6	4	3	5	7	4						

Summary: Move and portability activity is currently at a higher level and is anticipated to trend downward seasonally in the winter months when moves are less common.

Rent Increases

Rent Increases Pending Completion				
Month Effective Date	RI Requested	Completed	Denied	Pending
January 2026	92	14	3	0
February 2026	104	30	10	1
March 2026	100	53	30	1
April 2026	106	350	173	4
May 2026	123	152	78	28
June 2026	87	94	32	54

CVR successfully deployed an Application Programming Interface (API) to integrate with affordablehousing.com, the platform used to conduct required rent reasonableness testing. Currently, the system experiences frequent downtime and significant delays, with testing taking an

average of 40 minutes compared to the expected 5–10 minutes under normal conditions. These delays often require staff to log out and retry at a later time, impacting processing efficiency.

To address this, CVR IT established a solution that automates the rent reasonableness process by querying and transmitting rent increase data directly from Yardi and Rent Café to affordablehousing.com. This approach allows testing to occur without manual intervention and outside of peak system usage times, reducing delays and improving overall efficiency. CVR also tested this solution to ensure automated results are consistent with those produced through manual review prior to implementation. With the successful testing that was completed in late March 2026, CVR experienced a significant and measurable increase in the number of rent increases the team was able to process in April 2026 and forward, thus eliminating a backlog that previously existed.

CONTINUED OCCUPANCY

Despite continuing to experience challenges in obtaining required documentation from participating families, CVR continues to make measurable progress in reducing the recertification backlog while maintaining a focus on compliance and participant stability. However, rather than defaulting to high volumes of terminations for non-compliance, staff are prioritizing extended engagement with families to obtain required documentation. This approach is intended to correct prior practices, support participant stability, and ensure households are not unnecessarily terminated due to process gaps.

CVR has increased staff oversight through regular follow-up and weekly check-ins to ensure consistent outreach to both tenants and property managers, with a focus on obtaining required documentation and advancing cases to completion. Bi-weekly meetings are conducted with PBV property partners to address outstanding and missing documentation, strengthening coordination and accountability, while internal team meetings reinforce expectations, review workload, and provide guidance on prioritization and day-to-day case management. These combined efforts are supporting continued reduction of the recertification backlog, improving timeliness, and strengthening overall compliance with program requirements.

PBV Recertifications Pending Tenant Follow-Up - June 2026				
PBV/RAD Site	Recert Workflow Incomplete	Additional Documents Required	ITT	Grand Total
Becher Court RAD	11	2	6	20
Becher Terrace Referral	0	0	0	0
Becher Terrace PBV (RCAC)	2	0	1	3
Carver Park RAD	0	7	3	10
Cherry Court RAD	0	0	0	0
Cherry Court PBV	2	0	0	2
Convent Hill RAD	1	0	1	2
Highland Gardens RAD	0	3	2	5
Holton Terrace RAD	12	2	11	25
Lapham Park PBV	0	2	1	3
Lapham Park RAD	1	4	5	11
Maskani Place PBV	5	0	0	5
McAuley PBV	0	0	1	1

MLK Apts PBV	3	0	1	4
Merrill Park RAD	0	8	8	16
McKinley School PBV	1	0	0	1
National Soldiers Homes	8	0	1	9
Olga Village RAD	2	3	1	6
Prairie Apts PBV	1	0	1	2
Highland Gardens PBV	0	1	1	2
Riverwest PBV	4	0	0	4
Surgeons Quarters	0	0	0	0
SS RAD 1	0	2	0	2
SS RAD 2	0	0	0	0
SS PBV	0	0	0	0
United House PBV	0	0	0	0
VASH Veterans Manor	0	0	0	0
Victory Manor RAD	0	3	3	6
Veterans Manor PBV	4	0	2	6
Westlawn Gardens	0	0	8	8
Westlawn Gardens SS	0	1	1	3
Westlawn PBV	3	5	18	28
Westlawn 3 RAD	0	0	10	11
Westlawn 4 PBV	1	1	9	11
Westlawn 4 RAD	1	0	3	4
Westlawn 5 PBV	1	1	6	8
Westlawn 5 RAD	1	0	0	1
Westlawn 6 RAD	7	7	15	30
Westlawn 7 PBV	2	1	4	7
Westlawn 7 RAD	5	1	6	13
Water Tower PBV	1	0	2	3
GRAND TOTAL	79	54	131	272

As a result, termination rates have remained relatively low (12 in May and 60 in June), reflecting a more balanced and participant-focused approach while still maintaining program integrity.

Overall, CVR's efforts are demonstrating continued progress toward stabilizing recertification operations, improving timeliness, and reducing the backlog, while ensuring compliance with program requirements and minimizing adverse impacts to participating families.

Recert Outcome

Year and Month	Total Due	Completed Early/On Time	Completed Late	End Participation	Port Out	Recert Date Changed - Earlier	Recert Date Changed - Later	Pending Completion
2025								
1	575	-	-	62	11		3	1
2	600	-	-	50	12		1	
3	601	-	-	44	12		1	4
4	600	-	-	51	13			6

5	604	-	-	46	3			1	5
6	711	40	574	72	9			32	10
7	569	27	436	68	8		2	22	23
8	549	63	408	60	12		6	28	16
9	662	39	503	67	9		13	21	38
10	582	57	436	51	6		8	9	44
11	575	67	438	47	2		10	18	35
12	749	179	558	58	5		25	8	50
2026									
1	589	87	402	44	4		16	15	83
2	582	101	396	35	11		30	13	81
3	586	117	385	38	8		28	13	105
4	569	217	390	32	8		26	7	106
5	589	319	417	24	6		23	5	114
Grand Total									721

	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Interims Processed	524	621	562	382	321	285						

VETERANS AFFAIRS

CVR continues to collaborate closely with Veterans Affairs to address ongoing Veteran participant needs. A joint tracking spreadsheet is maintained and updated weekly, with updates provided to the lead VA Case Manager each Monday to ensure alignment and transparency on outstanding items. In addition, CVR participates in bi-weekly coordination meetings with Veterans Affairs to review cases, discuss barriers, and work toward timely resolution.

Overview

HACM has maintained its progress in improving the efficiency of the VASH lease-up process from 2025 into 2026. Internal workflows have been streamlined, resulting in faster eligibility determinations and leasing actions. While early-stage improvements are clearly demonstrated, later-stage lease-up activities remain influenced by external factors such as housing availability, landlord participation, and unit readiness. The Veterans Affairs office has given CVR praise on the last several coordination calls on the efficiency of processing the VASH cases despite the external challenges.

The VA previously reported the average number of days for HACM to issue a VASH voucher is 50 days (well above the statewide average of 17 days) and the average number of days for a veteran to lease up once issued a voucher is 76 days (also above the statewide average of 55 days). Through June 2026, it is currently taking an average of 10.5 days to issue the voucher once the application is received. Once the voucher is issued, the average time for the veteran to

lease up is currently 64 days. On average, the veteran searches for 40 days for a unit, which is the largest contributor to the lease up timeline once the voucher is issued.

Average VASH Leasing Timeframes January 2026 – June 2026

Stage	Average Days	Notes
Referral Received → Application Completed	14.3 days	Time it takes Veteran/VA caseworker to complete initial application.
Application Completed → Voucher Issued	10.5 days	Time taken for eligibility review and voucher issuance after application completion.
Voucher Issued → RFTA Received	40.1 days	Longest phase; reflects the veteran's housing search time.
RFTA Received → Inspection Pass	24.0 days	Includes inspection scheduling, repairs, and any required reinspections.
Inspection Pass → Lease-Up Effective	2.9 days	Time it takes Veteran to move into unit once the unit passes inspection.

HOMEOWNERSHIP

The Homeownership Program currently serves 79 participating families. The program remains closed to new homeowners while existing participants continue to receive program assistance and support.

FAMILY SELF-SUFFICIENCY

As of May 31, 2026 HACM has 54 HCV participants enrolled in the FSS program of the 89 slots available. CVR continues to coordinate with the HACM FSS Coordinator to request additional engagement with participants to enroll additional families in the FSS program.

ENFORCEMENT

Program Integrity / Enforcement Activities

During June, the Compliance and Enforcement Department continued to stabilize operations by addressing staffing challenges, reducing critical backlogs, and strengthening program compliance. Temporary and corporate support staff remained instrumental in assisting with enforcement activities, inspections, hearings, Zero HAP cases, and departmental workload management. Staff received targeted training on compliance processes, hearing administration, reasonable accommodations, repayment agreements, and unreported income investigations to improve consistency and regulatory compliance.

The department also enhanced Zero HAP procedures by updating family notifications to include relocation options during the 180-day over-income period and continued emphasizing pre-hearing resolution efforts to resolve compliance issues before formal hearings when appropriate. Cross-departmental compliance training was implemented to reinforce standardized processing, improve

documentation quality, and reduce procedural errors, with ongoing monthly training planned to support continuous improvement.

Letter Type	Total Completed
Vacate Letters - Skipped	16
Eviction Letters	0
Inspection Non-Compliance	13
Terminations from Evictions/Vacates	0

Summary:

Focused enforcement efforts in April and May successfully eliminated the backlog of inspection-related Intent to Terminate (ITT) notices. During the reporting period, staff processed 16 inspection non-compliance notices and 3 vacate/skip notices, and the department is now maintaining this workload effectively.

To strengthen compliance oversight, refresher training will be provided to reinforce consistent tracking and documentation of eviction notices and tenant violations, improving data accuracy and case management. Additionally, a standardized Family Obligation violation notice is expected to be implemented in June to support consistent enforcement of program requirements through a progressive enforcement process.

Unreported Income/IVT

Tasks	Totals	Comments
Reported	41	
Letters Mailed	7	
Documentation Under Review	0	
Total Accounts to Review	2,104	

Summary: During the reporting period, staff identified 41 families with potential unreported income through EIV/IVT reporting. Case reviews are underway, and initial notices have been issued requesting verification and advising families of preliminary findings. Additional staff training will reinforce consistent review procedures, verification requirements, overpayment calculations, and case resolution standards.

As of month-end, 2,104 unreported income cases remained pending review, an increase of 38 cases from the previous month. The department continues to prioritize structured case reviews, focusing on high-risk cases and improving processing efficiency to reduce the backlog and ensure timely resolution.

PIC Report Analysis

Report	Totals	Comments
Deceased Tenants	8	7 families resolved
Multiple Subsidy	0	
Unreported Income	0	
Fraud, Bribery, and Other Criminal Activity Case	0	
Zero HAP/High TTP	115	As of 6/1/2026

Summary:

Progress was made in resolving several PIC discrepancies during the month. Of the eight deceased tenant cases identified, seven have been resolved, with one remaining pending receipt of sufficient supporting documentation.

The department continues to monitor Zero HAP and High Total Tenant Payment (TTP) households, with 115 families currently identified. Enforcement efforts remain ongoing to address non-compliance and facilitate appropriate case resolution.

No unreported income cases are currently reflected in EIV; however, staff are preparing accounts for future reporting as investigations and repayment determinations are completed.

In June, the department will focus on updating and reconciling all active repayment agreements to ensure accurate reporting and debt tracking. Currently, 57 repayment agreements are recorded within the tracking system. Families with outstanding balances owed to HACM are expected to be reported to EIV and HUD debt collection systems, as appropriate, following completion of account reviews and reconciliation efforts.

Continued attention to PIC reconciliation activities is expected to improve data accuracy, strengthen program oversight, and support timely resolution of compliance-related discrepancies. Current PIC Reporting remains under HUD review and correction to the site. CVR continues to monitor PIC for updates and resolution from HUD.

May 31st reports update - June 17, 2026
by IMS/PIC Team

6/22 9 am update

June 22nd 9 am update:

Part 2 of the summarization failed the evening of Thursday, June 18th. We are investigating the issue and will post more details about when the summarization will be completed once they are determined. As mentioned in our previous update, below, the 50058 process lock is enabled and 50058s will be held in the queue until this is resolved. **Until then, please continue to refrain from accessing the monthly reports.**

June 18th 8 am update:

We wanted to provide an update on the May 31, 2026 Form-50058 monthly summarization that failed earlier this month. As of 8 am on June 18th, we have started to rerun the summarization jobs. Part 1 ran successfully last evening and part 2 should run the evening of June 18th. **In order to ensure that both parts 1 and 2 are using the same 50058 data, the 50058 process lock is enabled and all forms submitted after 4:05 pm ET on June 17th are being held in the queue until part 2 has been run. All forms will be processed in the order received once the process lock is removed.**

We will post an updated headline once we have confirmed that you can access the reports. **Until then, please continue to refrain from accessing the monthly reports.**

If you should have questions regarding IMS/PIC, you can contact your local field office PIC Coach.

Thank you for your patience and understanding while we work on this issue.

More Headlines for June, 2026

Hearing Activity

Tasks	Totals
Hearing Requests Received	35
ITT Rescinded (Request not warranted)	89
Hearings Scheduled	9
Terminations Overturned by Hearing	6
Final Terminations Processed	48
Hearings Held	9

Summary:

Hearing activity through June 23 has been incorporated into the report to provide greater visibility into pending cases and overall workload. Staff continue to review hearing requests to identify opportunities for pre-hearing resolution and achieve compliance whenever possible. During the reporting period, 35 hearing requests were received, 89 Intent to Terminate (ITT) notices were rescinded following case review, 9 hearings were conducted, 48 final terminations were processed, and 6 termination decisions were overturned through the hearing process. As of month-end, 349 hearing requests remained pending review, a reduction of 22 cases from May. Ongoing case reconciliation efforts are expected to provide a more accurate projection of future hearing volume.

Terminations Detail – Reasons and amounts

Reason	Totals
Missed Inspections	29
Failed to provide documents	46
Fraud / Criminal Activity	1
Unreported Income	36
Zero HAP	19
Vacate without Notice	16

Termination activity during the reporting period was driven primarily by failures to provide required documentation, Zero HAP non-compliance, and fraud-related violations. Staff continued efforts to transition Zero HAP families from the program when subsidy assistance was no longer being provided, while also addressing cases involving missed inspections, unreported income, vacates without notice, criminal activity, and repayment agreement defaults. Ongoing enforcement of these program requirements remains essential to maintaining program integrity and ensuring compliance with HUD regulations and HACM policies.

REASONABLE ACCOMMODATIONS AND VAWA

Reasonable Accommodations

Tasks	Totals
Received	12
Additional Documents Requested	10
Additional Documents Received	5
Pending Review	18
Approved	8
Denied	8

Summary:

The department continued processing Reasonable Accommodation requests while focusing on reducing pending cases and improving response times. During the reporting period, 12 requests were received, 8 were approved, and 8 were denied. As of month-end, 12 requests remained under review, including 8 submitted prior to June that have been prioritized for completion. An additional 33 cases are awaiting supporting documentation from participants or third-party providers. Staff will continue follow-up efforts to ensure timely, consistent, and compliant processing of all requests.

VAWA

Tasks	Totals
Received	5
Tenant Move Request (Pending)	2
Rescind Letters	2
Request Approved	2
Cases Pending	3

Summary:

VAWA case processing remained a priority during the reporting period to ensure timely support for eligible families. During the month, 5 requests were received, 2 were approved, and 2 rescind letters were issued following case review. As of month-end, 3 tenant move requests and 8 VAWA cases remained pending. Staff continue to prioritize timely review, documentation, and decision-making while ensuring compliance with VAWA requirements and confidentiality standards.

Repayment Agreement

Tasks	Totals	Comments
In Good Standing		Participant – 10 families made payments
Delinquent Accounts		Participant – 38 Notices were not issued for June at this time.
Paid Off		Participant – 0
Accounts in Negotiation	0	

Debt Collection Activity

Total Debt Due:	\$ 253,523.00
Total Debt Collected	\$ 1,337.75

Summary:

The department continued to monitor and enforce repayment agreements to recover subsidy overpayments and promote compliance. As of month-end, 57 repayment agreements were active, with 38 families carrying past-due balances and 10 families remaining current on their payments. One repayment agreement was paid in full during the reporting period, bringing the total number of agreements successfully completed to nine. Staff issued 33 delinquency notices, one Intent to Terminate (ITT) notice, and processed one termination for noncompliance with repayment requirements. Collections totaled \$1,337.75 during the month against an outstanding debt portfolio of \$253,523. Ongoing monitoring, account reconciliation, and enforcement efforts remain focused on improving repayment compliance and debt recovery.

QUALITY CONTROL AND TRAINING

In June 2026, the internal quality control team conducted reviews on 214 files.

Quality Control Trends

- Documentation and verification deficiencies remain the primary source of Quality Control findings.
- Correct application of effective dates continues to be a recurring area for improvement.

- Files involving historical corrections and complex household changes present a higher risk for QC findings.
- Improved performance in portions of the QC inventory demonstrates opportunities to replicate successful processing practices across teams.
- Older recertification files continue to generate more QC findings due to the complexity of resolving historical issues.

Summary

Quality Control findings continued to drive targeted coaching, process improvements, and staff development during the reporting period. Individualized guidance and real-time coaching reinforced accurate application of utility allowances, payment standards, effective dates, documentation requirements, and case note standards, while a Zero HAP/High TTP refresher guide was developed to promote consistent processing. Collaboration between Quality Control, Continued Occupancy, and leadership supported timely correction of identified deficiencies and strengthened quality assurance efforts. Overall, staff demonstrated strong knowledge of routine recertification and interim processing, with most coaching focused on complex cases involving historical corrections, HOTMA implementation, and policy interpretation. Going forward, the department will continue targeted Quality Control reviews, monitor recurring trends, and use review findings to guide training, improve processing consistency, and maintain compliance with HUD and HACM requirements.

FINANCE

BDO Monthly Activity Summary – April 2026

Bank Reconciliations:

US Bank Account - *****3846 – Section 8 Vouch Program has been reconciled through April 2026. Please note - there are deposits in transit and outstanding checks on the reconciliation dating back to 2021 and we recommend that they get cleaned up as soon as possible. We have prepared an entry. Yardi access was granted, and the adjusting entry was made.

VMS Reporting and RNP Calculation – HCV & EHV

The April VMS was submitted on 5/21/2026. CVR provided us with the most up to date VMS reports out of Yardi for each month from January 2025 through April 2026. PMCs were made in the VMS for each month to agree.

Per the Two-Year Tool, W1002 Housing Authority of the City of Milwaukee's RNP (Restricted Net Position) EHV programs agree with HUD's calculated RNP amount through April 2026. There is a difference with HCV. We are waiting until the new Two Year Tool is published (should be this week) and if there still is a difference, we will contact the FMC to see why.

HCV - RNP as of April 2026 was calculated to be negative \$184,777 and is a increase from the negative \$517,871 reported for March 2026. The main reason for the increase is that \$4,974,718 in HAP funds were received in April while HAP expenses were \$4,641,624. Estimates for May 2026 bring the RNP up to a negative \$18,658. This is the result of receiving \$5,235,016 in HAP funds and having estimated HAP expenses of \$5,068,897.

EHV – RNP as of April was calculated to be a negative \$12,462 and is a decrease from the positive \$18,178 calculated for March 2026. Estimates for May 2026 have the RNP at negative

\$42,852. This is the result of receiving \$39,049 in HAP funds and having estimated HAP expenses of \$69,439. Based on estimates through July 2026, an HHR request of \$181,716 was submitted.

OWNER SERVICES

Property Transfers

Property transfers continue to present a significant workload for the Owner Services/Inspections team. Through June, 17 new property transfers were initiated, nearly three times the average volume experienced prior to implementation of the tracking system. Since November 2025, 269 transfers have been tracked, with 74 currently pending receipt and review of required documentation from new owners. Staff continue working with owners to obtain the necessary documentation and complete transfers as efficiently as possible.

A new full-time inspector completed onboarding and began field training, increasing inspection capacity and reducing reliance on temporary support staff. Inspection productivity remained high, with a record 1,360 inspections completed in May, while 100% of required inspections were completed on time through June. First-pass inspection performance improved to 49%, reflecting increased owner familiarity with NSPIRE standards and proactive outreach through newsletters, inspection checklists, and educational materials. The department also continued active engagement with housing partners through meetings, newsletters, and responsive owner support.

Key priorities remain reducing the backlog of property transfers and addressing the remaining backlog of Owner Services emails. Staff continue implementing process improvements, including enhanced tenant education on common inspection deficiencies and dedicated time for email backlog reduction, to improve operational efficiency and customer service.

INSPECTIONS

Inspection Summaries

6/1/2026

6/23/2026

Results

Result	Quantity	Percent
Pass	458	47.86%
Fail	385	40.23%
No Show	99	10.34%
Vacant	14	1.46%
Uninhabitable	1	0.10%

Series Types

Inspection Series Type	Quantity	Percent
Annual	723	75.55%
Initial	131	13.69%
Complaint	75	7.84%
Miscellaneous	27	2.82%
Quality Control	1	0.10%

Inspection Types

Inspection Type	Quantity	Percent
Re-inspection	304	31.77%
Annual	245	25.60%
Emergency Re-inspection	189	19.75%
Emergency	99	10.34%
Initial	85	8.88%
Complaint	22	2.30%
Additional Repairs	13	1.36%

Inspectors

Inspector	Quantity	Percent
Stephen Fendt	26	2.71%
Tony Smith	425	44.36%
Mellena Hoppe	64	6.68%
Keeshia Fulsom	443	46.24%

Inspections Enforcement Report

Total Inspections:	138
Closed:	0

138

	Compliant
Emergency followup performed on time	1
Passed within 30 days	29
Re-inspected within 30 days	108
	138

Not Compliant

Score: 100.00%

Fail Item Trend - HACM

Start Date: 6/1/2026
End Date: 6/23/2026

Fail Item	# of Occurrences
Smoke alarm is not installed where required.	226
An unprotected outlet is present within six feet of a water source.	68
AFCI outlet or AFCI breaker is not visibly damaged and the test or reset button is inoperable.	48
Outlet or switch is damaged.	43

GFCI outlet or GFCI breaker is not visibly damaged and the test or reset button is inoperable.	22
Toilet is not secured at the base.	18
Testing indicates a three-pronged outlet is not properly wired or grounded.	16
Window will not open or stay open.	14
Window component is damaged or missing and the window is not functionally adequate.	14
Handrail is not secure.	14

SEMAP Indicator Self-Assessment Scores (January - May 2026)


- Indicator 1 – Waiting List: 20/20 (Full points)
- Indicator 2 – Rent Reasonableness: 20/20 (Full points)
- Indicator 3 – Adjusted Income: 15/20 (Partial points)
- Indicator 4 – Utility Allowance: 5/5 (Full points)
- Indicator 5 – HQS Quality Control Inspections: 5/5 (Full points)
- Indicator 6 – HQS Enforcement: 10/10 (Full points)
- Indicator 7 – Expanding Housing Opportunities: 0/5 (No points, pending briefing packet)
- Indicator 8 – Payment Standards: 5/5 (Full points)
- Indicator 9 – Annual Reexaminations: 5/10 (Partial points)
- Indicator 10 – Tenant Rent Calculation: 5/5 (Full points)
- Indicator 11 – Initial HQS Inspections: 5/5 (Full points)
- Indicator 12 – Annual/Biennial HQS Inspections: 10/10 (Full points)
- Indicator 13 – Lease-Up Utilization: HACM is in shortfall, pending release from HUD
- Indicator 14 – Family Self-Sufficiency (FSS): 5/10 (Partial points)
- Indicator 15 – Deconcentration (Bonus): 0/5

CVR is now scoring 130 of 145 possible points, currently resulting in SEMAP Standard Performer status at 89.65%. 90% or more is required for SEMAP High Performer status. CVR will continue to monitor these scores throughout the year.

CVR continues to closely monitor HACM's shortfall status and has requested a meeting with HUD's Shortfall Team. While the HUD Two-Year Tool currently indicates that HACM is no longer in shortfall, the agency has not yet received formal notification from HUD releasing it from shortfall status. As a result, HACM remains unable to issue new Housing Choice Vouchers.

CVR continues to work collaboratively with PBV property managers to maximize lease-up activity and reduce vacancies across the PBV portfolio. While significant progress has been made, ongoing challenges related to unit readiness and vacancy turnaround at some PBV properties continue to affect leasing utilization. CVR is also reviewing the PBV portfolio with HACM's Interim Chief Operating Officer to identify opportunities to reserve additional PBV units that can be leased quickly as they become available.

Upon HUD's release of HACM from shortfall status, CVR is prepared to immediately convert eligible Emergency Housing Vouchers and absorb portability vouchers to increase leasing activity. The agency also plans to resume Housing Choice Voucher issuance, with a goal of issuing approximately 100 vouchers per month for the remainder of the year. Because these leasing



activities would begin during the second half of the year, their greatest impact on overall leasing utilization is expected to occur in 2027.

Continued collaboration to improve PBV lease-up performance and reduce vacancy turnaround times will be important to maximizing funding utilization and mitigating potential impacts to SEMAP Indicator 13.

Respectfully submitted by: **Tracey Sheffield**
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