

MONTHLY REPORT TO THE BOARD OF COMMISSIONERS

Housing Authority of the City of Milwaukee

Housing Choice Voucher Program

May 26, 2025

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 April 2025.

STAFFING UPDATE

Below is the staffing breakdown along with key HR improvements implemented at HACM since the start of Q2. These figures include new hires and HR contributions made in April 2025.

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

New Hires in April (3 total):

- **1 PIC/Reporting Analyst**
- **2 Housing Specialists** (External applicants, both with May 5th start dates)
- *Note:* An additional Housing Specialist role was filled via **internal promotion** from a CSR, which is not reflected in the new hire count.

Remaining Vacancies:

- **HCV Director** – the search remains active.
- **1 Housing Specialist** – Of 15 total positions, only one remains open. A recent resignation was offset by a same-day hire.
- **2 Customer Service Reps (FTEs)** – One resignation and one promotion to Housing Specialist created two openings.

- **3 Temporary Customer Service Reps** – CVR is adding 3 Temporary CSR roles to help stabilize customer service. This search is currently open.

HR Initiatives & Improvements

In April, CVR HR Director Oceanna Pappillion visited HACM and conducted a series of strategic reviews and updates with the management team, including:

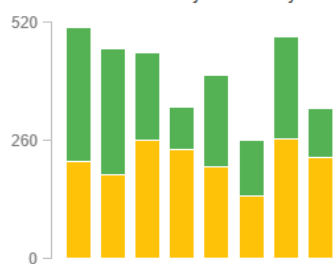
1. **Review of Business Hours and Operational Expectations**
2. **Clarification of Q1 Policy Updates**, including:
 - Time and Attendance
 - Progressive Discipline
 - Dress Code
3. **Recruitment Process Enhancements:**
 - Managers were tasked with submitting five position-specific interview questions to help set clear expectations for new hires during onboarding and assimilation.

These efforts have contributed to greater workforce stability, increased efficiency, and a more positive and accountable workplace culture.

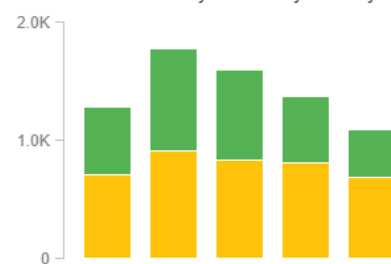
CALL CENTER AND CUSTOMER SERVICE

CVR began taking customer support calls on January 2, 2025 relative to the HCV and PBV programs. In the first quarter of 2025, CVR received an average of 5,300 calls per month. In April 2025, CVR received approximately 4,400 calls, showing a downward trend as CVR works diligently to handle the backlog of work. CVR also shifted the call center support general line into HACM's internal office staff in April, from the external corporate support team who provided this service for the first quarter. Now the customer service representatives are handling both in-person assistance and calls through the general line.

Handled Conversations by Direction by Date

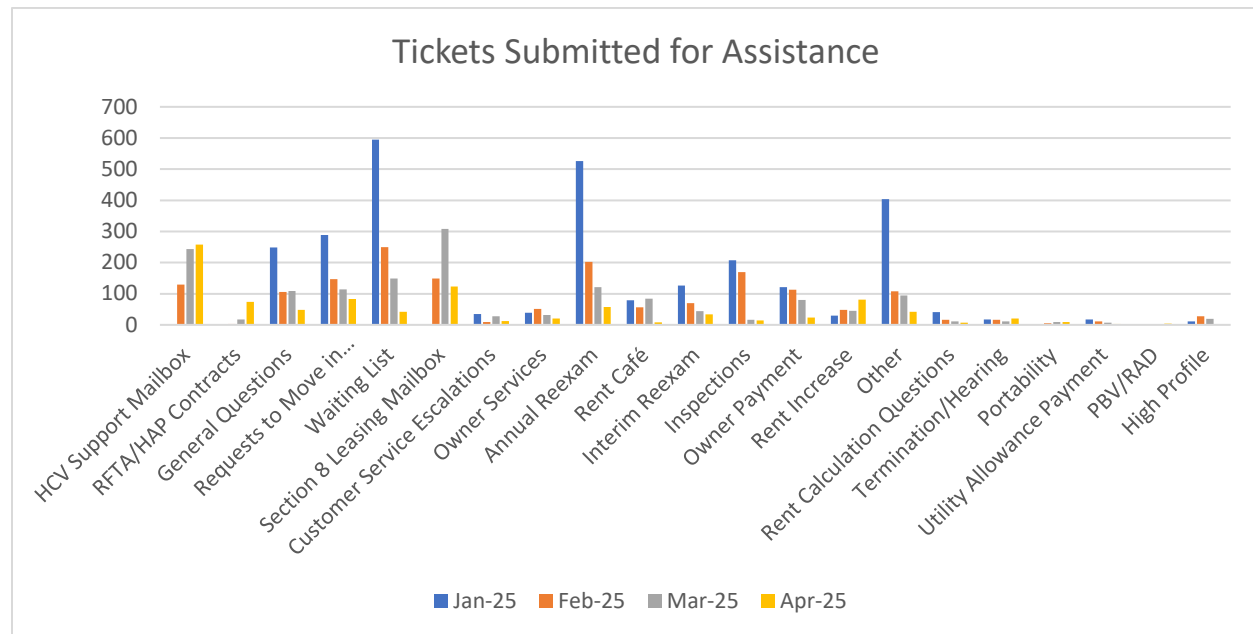


Handled Conversations by Direction by Weekday



While CVR created 6,042 tickets in CVR's Ticketing System during the first quarter of 2025, averaging 2,000 tickets per month from call center support inquiries, CVR created 963 tickets in the month of April 2025, which also shows a significant downward trend from first quarter data. Each ticket continues to be categorized and assigned to a staff member to return the inquiry. Where 16.46% of tickets created were relative to the waiting list in the first quarter, this number

drastically decreased in April at just 4.36%. Similarly, where 14.66% of tickets in the first quarter were relative to annual recertifications, just 6.02% of inquiries were relative to recertifications in April. The highest trends were outside inquiries for Section 8 Leasing and the HCV Support inbox, showing that the public is aware of these inboxes and is using them. Below is a detailed breakdown of the ticket categories that were received in this period.



From the escalations and inquiries from participants, CVR noted the following trends in the month of April. CVR identified patterns in administrative issues which offers targeted staff development recommendations to reduce recurring errors and improve the participant experience.

Key Themes from Escalations

1. Administrative Oversight and Documentation Gaps
2. Recertification Process Failures
3. Inadequate Support for Vulnerable Populations
4. Unsafe Living Conditions and Customer Service Breakdowns
5. Interdepartmental and External Coordination Gaps

Staff Development Opportunities

CVR is using this information as opportunities to improve customer service and operations by targeting the following areas:

1. Enhanced Yardi and Rent Café Training
2. Escalation of Triage and File Ownership
3. Customer Service & Trauma-Informed Communication
4. Strengthen Reasonable Accommodation and VAWA Procedures
5. Inspection Protocols and Follow-Up
6. Data Reconciliation & Monthly Audits

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 April, CVR increased the number of scanners in the lab so that more applicants and participants could scan and upload their documents simultaneously. As a result, CVR is receiving a higher rate of legible documents from the families, as the families no longer need to take pictures with their phones. CVR is going to be increasing this number further in the 2nd quarter.

In April, CVR installed a kiosk in the front reception area of the HCV lobby so that visitors would have access to scan and upload documents to their Rent Café account outside of lab days.

CVR is exploring ways to further its operations and tracking of in-person assistance requests, including prospectives of utilizing a tablet for visitors to check in, noting the reason for the visits, and tracking times for visitors to be seen to locate additional areas of opportunities to enhance customer service further.

CONTINUED OCCUPANCY

CVR acknowledges that due to the number of new hires needed, there is an increasing backlog of recertifications due while new hires are trained to enter their positions. CVR is bringing in additional corporate support in the month of May 2025 to help address the backlog and work towards getting current. It should be noted that there are 143 cases where the family is receiving zero HAP from HACM due to high incomes, and approximately 100 of these are more than 180 days old. CVR is working through reviewing these cases to determine if the prior administration properly notified these families that after 180 days of not receiving housing assistance, they will be transitioned off the program as they are self-sufficient. The impact of having these cases remain active in the system means that the number of recertifications due could be inflated due to lack of enforcement and prevents the program from being able to serve more families as these vouchers are "reserved" by families who no longer qualify for assistance.

Recertifications	Jan-25	Feb-25	Mar-25	Apr-25
Beginning Bal [Late]	616	1014	1383	1618
Reexams Due* (June)	529	579	595	703
Processed Current** (June)	228	280	89	35
Processed Late			335	455
Processed Future			12	6
Processed as 9-Search	27	9	23	14
Ending Bal	1014	1318	1618	1930

Interims				
Processed	47	155	362	364

CVR is actively working with the Rent Café representative to initiate the process where families can report an interim household change via the Rent Café system, which CVR will monitor via Rent Café and CVR's Tracker.

Moves

Move Ins Processed (action 2 -11b, 12b, 15a =Y)	53	56	33	50
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WE Energies

CVR learned of periodic ongoing issues in coordinating with WE Energies relative to certain tenants' utility reimbursement checks and account numbers being absent from Yardi for seven months of backlogged utility reimbursement payments. CVR has ongoing attempts in trying to reach the appropriate WE Energies representative to resolve the ongoing issue to eliminate the risk of participants' electric utility services being cut off. CVR also learned that residents historically believed that if they were receiving a utility reimbursement check, that this covered their full electric bill each month, which in most cases is not true. Therefore, many HACM participants have extensive electric back charges that are unpaid. CVR is developing communication materials to explain the purpose of the utility reimbursement payment and that the families still have a responsibility of paying any remaining balance that the utility reimbursement check does not cover. CVR has also asked HACM if there is an existing MOU between HACM and WE Energies to mutually share information in order to assist with the payment process. In addition, CVR is amending the HACM Authorization of Release of Information form to include WE Energies and will be coordinating with Rent Café representatives to also add two custom fields to both the initial and recertification applications asking for the participant's WE Energies account number and the name of the account holder. CVR is simultaneously working with its own IT department to see if this data can be pulled once completed by the family and batch updated in Yardi for any future utility reimbursement payment the family may be eligible for in the future. Our efforts are ongoing.

FAMILY SELF-SUFFICIENCY RECONCILIATION

During the month of April, all remaining escrow payouts for HCV graduates were processed and completed. Checks have been issued, and HACM's FSS Coordinator is prepared to distribute them to the graduates.

Currently, there are 186 remaining current and exited FSS participants whose records need to be rebuilt in Yardi, along with 20 participants who have not yet been enrolled in the system due to the system issues.

In preparing this process, and actively coordinating with HACM's FSS Coordinator, Nannette Ray, CVR determined that the staff were not given the proper access in Yardi to be able to add Action Code 8, which is required to initiate the family's participation in the FSS program. CVR requested revised access from HACM's IT department on April 16, 2025; however, the access has not been granted for all applicable staff to date. CVR's team met with the HACM FSS Coordinator on April 24, 2025 to develop a plan to establish an FSS Property Code in Yardi to house these active participants to cue the housing specialist to work with HACM's FSS Coordinator in relation to the family's participation goals. This property code is also critical for this reconciliation, as many of the participating families have moved over the years of their FSS Participation and new families are residing in their prior units. The clean up process will be significantly impacted if having to keep these families in the HCV property codes as families currently residing in the FSS participants' old units would have to be moved out of their current units to restore data from prior years

otherwise. CVR submitted this request to HACM IT and is awaiting for this setup as well before this reconstruction project can begin. However, CVR has used this project as a stepping stone to greatly enhance communications between the HCV department and the FSS Coordinator over the long term.

ENFORCEMENT

CVR has received 17 hearing requests, which will be scheduled with a hearing officer to ensure that the program processed the proposed termination correctly prior final termination determination. CVR has received inquiries from participants who were terminated in prior years by HACM and is also reviewing these cases to determine which need to be reinstated in the program.

CVR is also reviewing program information for other participants who were terminated but an End of Participation (EOP) Action 6 50058 was not entered in the system to determine if payments were stopped, if the termination was conducted appropriately, and taking the appropriate action to close out the file as necessary.

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

Reasonable Accommodations Pending (as of 5/9/2025): 0

Approved: 3

Denied: 0

Awaiting Additional Documentation: 1

VAWA

Tenant Moving Decision Pending – Rescind Letters: 2

Violence Against Women Act (VAWA) Cases Pending (as of 5/9/2025): 0

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: 10

Non-Active Repayment Agreements (6 months delinquent): 2

Delinquent Accounts (Not Under Contract): 3

Sent to Department of Revenue (DOR): 0

Final Reminders Sent: 0

Unreported Income Cases: 158

Fraud, Bribery, and Other Criminal Activity Cases: 3

QUALITY CONTROL

A total of 187 quality control file reviews were completed in April 2025. CVR finalized training for the quality control team to increase the number of monthly file reviews. Deficient areas are being tracked to provide ongoing training. CVR noted through its quality control file reviews that the staff need additional follow up training relative to annual adjusted income calculations and verifications, with training scheduled for May 19-20th.

100% File Review: 2022 – 2023

In April 2025, NKA Contractors, LLC met their monthly goal by completing 328 file reviews, surpassing their target of 300. CVR conducted a secondary review to ensure accuracy. NKA will add two additional quality control reviewers in May to ensure all file reviews are completed by December 31, 2025.

SEMAP

CVR conducted SEMAP reviews for Indicators 1, 2, 3, 5, 6, and 11 to ensure compliance with the preexisting HUD Corrective Action Plan. Information was provided to HACM for a secondary review.

Indicator 1:

Sample Results:

Part 1: 10 applicants were randomly selected to ensure compliance. 100% files passed (1 of which is pass with comment)

Part 2: 5 families were randomly selected to ensure compliance. 100% files passed

Indicator 2:

Sample: 12 files were randomly selected to ensure compliance. 58% of files passed. Trends include original HAP Contract from prior year not being in file to determine utility responsibility, rent reasonableness test not in file, utility responsibility not being correct on rent reasonableness test. Staff are tasked with completing the corrections to their file errors, and CVR conducted a follow-up training with on April 25, 2025 with staff regarding the error trends to further understanding and compliance for future testing and developed a Standard Operating Procedure.

Indicator 3:

Sample: 32 files were randomly selected to ensure compliance. 31% of files passed. CVR has scheduled detailed follow-up trainings with staff on calculating income, assets, and deductions with case study practice with real participant data in an effort to drastically improve scores, which is scheduled for May 19th and 20th. Staff will also receive a pre-and post-test to determine the level of score improvement. These trainings will be periodic and ongoing to ensure improved compliance.

Indicator 5:

Sample: CVR conducted two Quality Control inspections on inspections conducted in 2025 Q1. CVR has a scheduled follow-up field training with the QC inspector June 2-5, 2025 to ensure that the QC inspections represent inspections conducted within the previous 90 days and represent a cross-section of inspectors and areas.

Indicator 6:

Sample: CVR randomly selected 28 files to review for HQS enforcement compliance for the period of January 2 – February 28, 2025. Five of these files failed for compliance, resulting in a compliance score of 82%. CVR is creating a Standard Operation Procedure and follow up training for staff to enhance compliance in this area.

Indicator 9: CVR leadership received access to PIC and pulled the SEMAP report for Indicator 9. 7% of families with a late recertification, and is currently receiving 5 points for this indicator. CVR is working with staff to determine the status of the participant's recertification, PIC status (if there's an outstanding PIC error keeping the reexam from being accepted in PIC) and ensuring the workflows are created for these families in Rent Café. Thus far in the ongoing review, the majority of the most extreme past due reexam cases are cases where the family was EOP'ed from the program in past years but not EOP'ed in PIC. The oldest of these cases goes back to 8/1/2019, and the vast majority of cases are over 20 months late, signifying that these reports have not been reviewed or maintained in an extended period of time.

Indicator 10: CVR is receiving the full score for Indicator 10 and will continue to monitor to ensure all points are received.

Indicator 11: CVR is receiving the full score for Indicator 11 and will continue to monitor to ensure all points are received. CVR is also reviewing the 6 cases reported where the inspection passed after the effective date of the HAP Contract to determine if the error was caused by a typo or if the inspection passed after the effective date of the HAP Contract. The effective dates of these errors ranged from 3/1/2024 – 9/1/2024, and did not occur under CVR's leadership.

Indicator 12: CVR is receiving 5 of the 10 points for late inspections. CVR is reviewing the late HQS report to determine if the HQS inspection was conducted but not submitted to PIC, or if the family is a current participant or an EOP or Port Out that was never accepted in PIC. CVR is working to ensure these inspections are scheduled and brought to current, and will also work towards getting ahead. The vast majority of reported late inspections are more than 28 months past due, the oldest being from 2/5/2019, signifying that inspections have not been maintained for a significant period of time. Since HACM is on a biennial inspection schedule, the goal is to complete an inspection within 24 months of the prior inspection.

Indicator 13: HACM is currently in shortfall, is not issuing vouchers and is administering all portability port-ins. Only VASH and PBV tenants are being leased up.

Indicator 14: CVR is actively reconciling HACM's FSS program participants and escrow accounts. CVR has reconciled the escrow accounts for the 13 participants who graduated from the FSS program in prior years and is working with HACM to release these escrow funds to the families. CVR is now also reconciling the current participating families and working to reconstruct their records in Yardi from Visual Homes.

CVR will also begin submitting the 50058s to PIC effective May 1, 2025. As of April 2025, the PIC submissions were being handled by HACM's Public Housing department.

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.

There were a total of:

- 20 port outs and 7 port ins
- 2 PBV transfers and 2 pending
- 4 outside referrals for application approval
- 5 waitlist pulls (Holton, Lapham and Westlawn various bedroom sizes)

- 13 referrals sent to HACM properties
- 4 Foster youth referrals

Updates to the Process

Applicants receive both electronic and paper notifications about waitlist selection. They will also get workflow reminders via email and mail. There are plans to establish a lab day weekly in May to help applicants with their workflow application, aimed at reducing occupancy issues at HACM properties and increasing the response rate of applicants. An insert with lab dates will be included in the upcoming workflow reminder letter.

PROJECT-BASED VOUCHERS RECONCILIATION

CVR compiled the following PBV discrepancies regarding leased units on the HCV side of Yardi vs the property management's records to date. This analysis and reconciliation is ongoing. Thus far CVR has compiled the following updates:

HACM Owned

PROPERTY NAME	NUMBER OF DISCREPANCIES FOUND	NUMBER OF DISCREPANCIES RESOLVED
BECHER COURT	8	6
CARVER PARK	1	1
CHERRY COURT	3	3
CONVENT HILL	7	0
HIGHLAND GARDENS	1	1
HOLTON TERRACE	9	7
LAPHAM PARK	24	9
NATIONAL SOLDIERS HOMES 1&2	6	
MERRILL PARK	12	9
OLGA VILLAGE	0	0
SCATTERED SITES 1&2	0	0
VICTORY MANOR	20	0
WESTLAWN GARDENS	17	0
WESTLAWN RENAISSANCE III	5	0
WESTLAWN RENAISSANCE IV	4	0
WESTLAWN RENAISSANCE V	0	0
WESTLAWN RENAISSANCE VI	1	1
WESTLAWN RENAISSANCE VII	0	0
WESTLAWN GARDENS SCATTERED SITES	8	0

Non HACM-Owned

PROPERTY NAME	NUMBER OF DISCREPANCIES FOUND	COMMENTS
BEECHER TERRACE	TBD	Pending rent roll from PM, ongoing outreach efforts continue

MASKANI PLACE	TBD	Offline, haven't seen any stirrings of their post closing yet to refinance after bankruptcy
PRAIRIE VIEW	TBD	Pending rent roll from PM, ongoing outreach efforts continue
MCKINLEY APTS	0	
MCAULEY APTS	3	
UNITED HOUSE	0	
VETERANS MANOR	1	
WATER TOWER VIEW	2	

CVR is also reviewing all of the HAP Contracts for compliance in the following areas:

- Fully executed by both HACM and the property manager
- Not expired
- Contains all required exhibits including unit listings
- Units leased match unit listing in HAP Contract

HAP Contracts Pending Execution

CVR is coordinating with HACM and the property managers to determine the current status of the preparation to place 8 units at Riverwest Apartments and 8 units at MLK Library Apartments under HAP Contract.

CVR will hold a meeting with HACM and the property management firm for both properties in May to continue coordination. Part of this coordination is:

- Determining the finalized list of units to be placed under HAP Contract
- Ensuring the units pass HQS inspection
- Determining the method in which applicants will be organized for eligibility determinations
- Conducting rent reasonableness determinations
- Ensuring that all of the required exhibit information is received relative to utility responsibility, unit listings, amenities and other information is solidified and
- Working with HACM to gain fully executed HAP Contracts

CVR also has a team that is addressing PBV rent increases, focusing first on the those that are backlogged and then moving to current.

PROPERTY	RENEWAL MONTH 2025	COMMENTS
MASKANI PLACE	FEBRUARY	Rents set in Yardi for future tenants
MERRILL PARK	FEBRUARY	Rent Increases Completed
PRAIRIE APTS	FEBRUARY	Unable to locate request; Email sent to PM on 4/22 to determine if increase was requested timely prior to CVR
SCATTERED SITES PBV	FEBRUARY	Unable to locate request; Email sent to PM on 4/22 to determine if

		increase was requested timely prior to CVR
WESTLAWN RENAISSANCE 4 RAD	FEBRUARY	Rent Increases Completed
VICTORY MANOR	APRIL	Rent Increases Completed
WESTLAWN GARDENS PBV	APRIL	In Progress
WESTLAWN RENAISSANCE 4 PBV	APRIL	Rent Increases Completed
WESTLAWN RENAISSANCE 6	APRIL	Rent Increases Completed
NATIONAL SOLDIERS HOMES I AND II	APRIL	Rent Increases Completed
LAPHAM PARK RAD	MAY	Rent Increases Completed
WESTLAWN RENAISSANCE 3	MAY	Rent Increases Completed
VETERANS MANOR	MAY	In Progress
WESTLAWN SCATTERED SITES	MAY	Rent Increases Completed
HIGHLAND GARDENS RAD	JUNE	Rent Increases Completed
OLGA VILLAGE	JUNE	Rent Increases Completed
CONVENT HILL	JULY	In Progress
WESTLAWN RENAISSANCE 7 PBV	JULY	In Progress
BECHER COURT	AUGUST	
CHERRY COURT PBV	AUGUST	
MCKINLEY SCHOOL APTS	AUGUST	
MCAULEY APTS	AUGUST	
WESTLAWN RENAISSANCE 5 RAD	AUGUST	
SURGEONS QUARTERS	AUGUST	
CARVER PARK	SEPTEMBER	
HOLTON TERRACE	SEPTEMBER	
WESTLAWN RENAISSANCE 7 RAD	SEPTEMBER	
HIGHLAND GARDENS PBV	NOVEMBER	
UNITED HOUSE	NOVEMBER	
WATER TOWER VIEW	NOVEMBER	
WESTLAWN RENAISSANCE 5 PBV	NOVEMBER	
BECHER TERRACE	DECEMBER	
CHERRY COURT RAD	DECEMBER	
LAPHAM PARK PBV	DECEMBER	
SCATTERED SITES 1 Y 2 RAD	DECEMBER	
WESTLAWN GARDENS RAD	DECEMBER	

RENT CAFÉ/YARDI VOYAGER

CVR attends weekly meetings with Yardi representatives relative to Yardi and Rent Café configurations and troubleshooting. CVR is working with the Rent Café representative on initiating a workflow process for the following operational areas:

- HCV Rent Increase Requests
- Tenant Interim Submissions for changes in household composition or income
- Online Tenant Briefing
 - CVR reviewed the current briefing presentation and CVR's video development team is developing a new Briefing video that will be imbedded in this process
- RFTA Submission
- HAP Contract Execution

INSPECTION

The following tables reflect the various inspection statistics for the month of April 2025:

Inspection Summaries

Start Date 4/1/2025
End Date 4/30/2025

Results

Result	Quantity	Percent
Pass	590	64.13%
Fail	205	22.28%
No Show	115	12.50%
Vacant	9	0.98%
Uninhabitable	1	0.11%

Series Types

Inspection Series Type	Quantity	Percent
Annual	738	80.22%
Initial	117	12.72%
Complaint	50	5.43%
Miscellaneous	8	0.87%
Quality Control	7	0.76%

Inspection Types

Inspection Type	Quantity	Percent
Annual	537	58.37%
Re-inspection	206	22.39%
Initial	102	11.09%
Emergency Re-inspection	28	3.04%
Emergency	19	2.07%
Complaint	15	1.63%
Additional Repairs	7	0.76%

QC	6	0.65%
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Inspectors

Inspector	Quantity	Percent
Mellena Hoppe	8	0.87%
Ryan Kinsella-Alba	249	27.07%
Tony Smith	352	38.26%
Joshua Schumell	311	33.80%

Late Inspections

A significant number of late inspections were scheduled and conducted in April, drastically reducing the number of lates to 83.

	April'2025	Q1'2025
<i>Late</i>	83	689 (avg.)
<i>Percent Late</i>	1.14%	9.76% (avg.)

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

	3/1/2025	3/31/2025	Q1 Total
Total Inspections:	130	252	
Closed:	3	10	
	127	262	
	Compliant	Compliant	
Extension	0	6	
Passed within 30 days	69	135	
Re-inspected within 30 days	57	88	
	126	229	
	Not Compliant	Not Compliant	
Emergency follow up not performed on time	0	5	
Not re-inspected within 30 days	1	8	
	1	13	
Score:	99.21%	87.40%	

Customer Service - Inspection

CVR's Inspection team received over 1,200 calls from clients, for various reasons, 18% of those calls were abandoned.

Queue	Conversations including Abandoned	Abandoned Conversations	Handled Conversations	Average Talk Time	Conversation Talk Time
HACM - Inspections (English)	1200	217	832	04:17	2 days, 21h 28:25
HACM - Inspections (Spanish)	12	1	10	04:52	53:30

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)	217	10	21	32	45	06m 07s
HACM - Inspections (Spanish)	1	0	0	0	0	05m 19s

RENT ASSISTANCE PROGRAM (RAP) OFFICE WORKSPACE

CVR is working with HACM to determine modified workspace arrangements for the RAP department. CVR noted that visitors found difficulty in sharing personal information from the lobby due to privacy concerns and difficulty hearing amidst conversations. CVR will reorganize the workspace to repurpose an office close to the lobby as a private meeting space for visitors as needed.

CVR is also seeking to repurpose the prior PBV office space. CVR's on-site call center staff will move to this space along with the leasing team. In order for this to occur, significant clean up is required in this space. CVR is scheduling an office clean up day in May to clean and organize this space along with other areas of the RAP office. There are numerous boxes located in this space filled with documentation that needs to be taken to the storage area. Upon reviewing the condition of the storage area, it is full of prior information. Some information was found dating back to 1987 and significant efforts will go into creating room in this storage area. CVR will determine which information has surpassed the required retention period and higher day laborers to assist with removing boxes from this space to be shredded, to create additional space for more current information. Due to the amount of paperwork stored, this process may be ongoing.

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