



City of Milwaukee

P.O. Box 324
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Meeting Minutes

HOUSING AUTHORITY

SHERRI L. DANIELS, Chair
Brooke VandeBerg, Vice Chair
Darian Luckett, Irma Yopez Klassen, and Karen Gotzler

Friday, October 11, 2024

1:30 PM

City Hall, Room 301-A

SPECIAL MEETING

The mission of the Housing Authority of the City of Milwaukee (HACM) is to foster strong, resilient and inclusive communities by providing a continuum of high-quality housing options that support self-sufficiency, good quality of life, and the opportunity to thrive.

Call to Order

Meeting called to order at 1:30 p.m.

Roll Call

Present: 3 - Reed Daniels, Yopez Klassen, Luckett

A. APPROVAL OF THE CONSENT AGENDA

CONSENT AGENDA – ITEMS RECOMMENDED FOR APPROVAL

(All items listed under the Consent Agenda will be enacted by one motion unless a Commissioner requires otherwise, in which event, the item will be removed from the Consent Agenda and considered separately.)

B. REPORTS AND DISCUSSION ITEMS

1. [R13506](#) Resolution approving an award of contract to CVR Associates, Inc. for the management and operation of the Housing Choice Voucher Program

Sponsors: THE CHAIR

Attachments: [Summary of the Housing Choice Voucher RFP](#)
[CVR Survey Chicago Housing Authority - South Office REDACTED](#)
[CVR Survey NYSHCR Inspections - 2023-2024 REDACTED](#)
[CVR Survey Chicago Housing Authority - Owner Service REDACTED](#)
[CVR Owner's Symposium Handout and CVR Responses](#)

Ken Barbeau, Chief Operation Officer – Program Services, directed the Board to a

16-page document provided with the agenda that outlined the Request for Proposal (RFP) process for the Management and Operation of the Housing Choice Voucher Program (HCV). The document describes the entire process, including the analysis of the six proposals that were submitted and why staff is recommending awarding the contract to CVR Associates Inc. Mr. Barbeau explained the hire of a highly qualified third-party contractor was one of the main corrective actions from the U.S. Department of Housing and Urban Development's (HUD) Quality Assurance Division (QAD) Corrective Action Plan, which required several corrective actions to improve the performance of the HCV program. The RFP scope of work also included a 100% Participant File Review.

Mr. Barbeau further explained that working with HUD's Quality Assurance Division, and the HUD field office, HACM drafted an RFP which involved operating the entire HCV program. An RFP was issued in January 2024 and the responses were due back on March 8, 2024. Mr. Barbeau shared a few details of the RFP, which included the requirement that the fee to manage and operate the program could not exceed 80% of the amount of the annual Administrative Fee which HACM receives from HUD. It also included that the awardee must operate a local office, with local staff hired in Milwaukee. HACM offered their current Section 8 office location to whomever the ultimate contractor would be. He continued that the two final top-scoring contractors were invited back for a second interview and were asked to submit financial reports for HACM's Evaluation Committee to assess. In addition, HACM also vetted references for past performance with other housing authorities where they have done similar work. The review committee also worked with the two finalists to create an initial draft of contract language.

Mr. Barbeau concluded that after a very thorough process, the Evaluation Committee is recommending the highest-scoring proposal, from CVR Associates, Inc. (CVR) based on the overall analysis. The following were some of the points which the Evaluation Committee found notable. CVR has 30 years of experience working on similar projects for housing authorities. The evaluators were impressed by CVR's processes, systems and metrics, especially those of ongoing concern in HACM's Corrective Action Plan, as well as their quality control, and customer service. CVR has a good history of improving their clients to high-performer status. This includes long-term clients, such as Chicago's South Side Voucher Program, New York State Homes and Community Renewal, and Buffalo Municipal Housing Authority who have remained with CVR even after the contract has ended. CVR's final score was 91.08 points compared to Quadel Consulting and Training LLC's score of 85.59 points.

Mr. Barbeau responded to extensive questions from the Commissioners, some of which covered CVR's history of rent payments to landlords, property inspections, Emerging Business Enterprise percentage participation, CVR's transparency with the Board, and whether CVR fairly evaluated HACM's needs. Lastly, Mr. Barbeau introduced the individual who will be handling the relationship between HACM and CVR. Dena Hunt, HACM's Chief Operation Officer - Real Estate Operations, summarized her history of performance with the Milwaukee County Rent Assistance Program, and the HUD Quality Assurance Division, specifically working to help troubled housing authorities get to standard status and then to high-performer status. Ms. Hunt stated that she is committed to HACM and understands the directives she is facing, knowing that there are some challenges ahead as well.

Commissioners inquired if CVR Associates, Inc. and Quadel Consulting and Training LLC are owned by the same company. They also requested more information on CVR's subcontractors, whether a landlord participant and a resident council could be created,

and if CVR could be a part of those meetings. Lastly, Commissioners asked if staff could provide feedback from CVR and Quadel's HCV participants with their current clients regarding the customer service component. Mr. Barbeau stated that he would provide the information to the Board shortly after the meeting.

Vice Chair VandeBerg proposed a motion authorizing staff to move forward with negotiations on the contract and for staff to come back to the Board with answers to the questions identified during the Board meeting.

Vice Chair VandeBerg made a motion to hold over R13506, seconded by Commissioner Yepez-Klassen, there being no objections, this motion carried.

A motion was made by Brooke VandeBerg, seconded by Irma C. Yepez Klassen, that this Housing Authority Resolution be HELD IN COMMISSION. This motion PREVAILED by the following vote:

Aye: 4 - VandeBerg, Reed Daniels, Yepez Klassen, and Luckett

No: 0

2. [R13505](#)

Resolution approving the submission of the significant amendment to the Capital Fund Program (CFP) Five-Year Action Plan for the period 2023 to 2027 to the U. S. Department of Housing and Urban Development

Sponsors: THE CHAIR

Attachments: [Updated CFP Five-Year Action Plan - Changed Rows Highlighted](#)
[Updated CFP Five-Year Action Plan](#)
[CFP Five-Year Plan Summary by AMP](#)

Vice Chair VandeBerg made a motion to hold over R13505, seconded by Commissioner Yepez-Klassen, there being no objections, this motion carried.

A motion was made by Brooke VandeBerg, seconded by Irma C. Yepez Klassen, that this Housing Authority Resolution be HELD IN COMMISSION. This motion PREVAILED by the following vote:

Aye: 4 - VandeBerg, Reed Daniels, Yepez Klassen, and Luckett

No: 0

Adjournment

There being no further business, Commissioner Yepez-Klassen made a motion to adjourn the meeting at 3:49 p.m. Commissioner Luckett seconded the motion. There being no objection, the motion carried.

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Be hereby notified that three (3) members of the Crucible, Inc. Board of Directors may be present at the meeting of the HACM Board of Commissioners, as some members serve on both boards. While a quorum of the Crucible, Inc. Board may be present at the HACM meeting, they will not exercise the responsibilities, authority, or duties vested in the Crucible, Inc. Board of Directors.