

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 July 2025.

STAFFING UPDATE

Staffing Update

Below is the staffing breakdown for HACM. These figures include new hires made in July 2025, with 6 starts in August upcoming.

Staffing Update

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

New Hires in July (3 total starts):

- 1 Temp CSR
- 1 Housing Specialist
 - * Separated due to familial medical challenges
- 1 Temp Scanning Clerk

New Hires – Hired in July with August starts:

- 6 Housing Specialists

Remaining Vacancies:

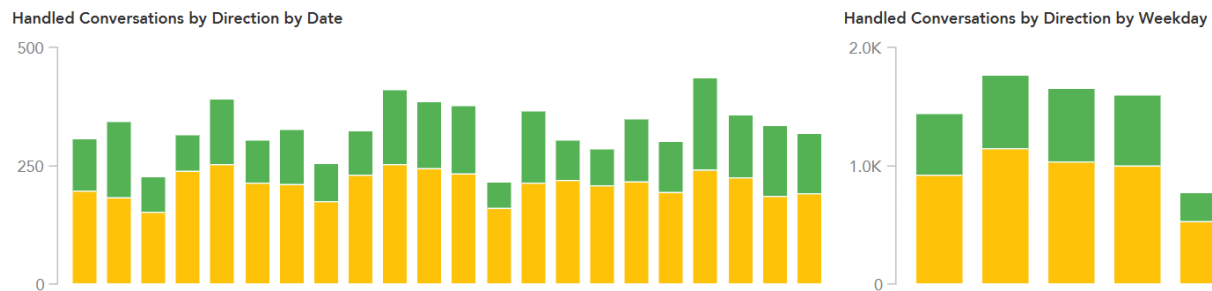
- **HCV Director** –the search is considered “paused” as CVR looks internally to fill the role due to the lack of qualified candidates
- **PBV/Customer Service Manager**– Slow to acquire qualified candidates – System | One is assisting with recruitment initiatives

- **HCV Program Supervisor** – Slow to acquire qualified candidates – System | One is assisting with recruitment initiatives
- **1 Portability Specialist** – Interviews are ongoing

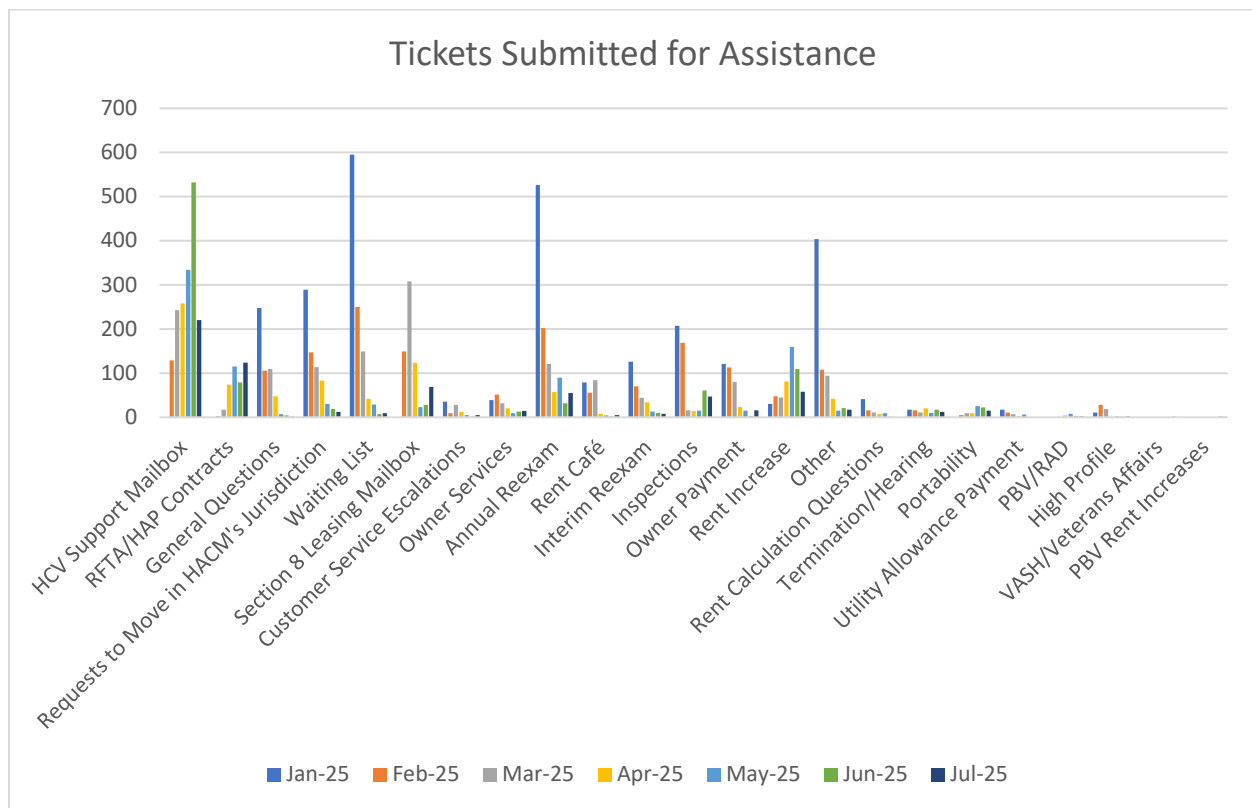
CVR's remote cohorts of experienced housing specialists completed their training in July and began working towards supplementing the on-site staff's work towards resolving the recertification backlog. CVR Corporate has also approved temporarily over-hiring housing specialists to lessen the employee backfill timeline in instances of employee separation while CVR works to stabilize the workforce.

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 July 2025, CVR handled approximately 4,900 calls, showing slight increase in the number of calls handled on average in comparison to average Q2 numbers.



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 693 tickets in the month of July 2025, which continues to show a downward trend.



CVR also received an additional 13 HUD 9886-A form submissions in the Ticketing system, but since this was a project and requested document submission, CVR is reporting this separately.

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 July, 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 in 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.



Housing Authority of the City of Milwaukee
Rent Assistance Department

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.

INITIAL ELIGIBILITY

During July, the Eligibility department welcomed one additional remote Eligibility Specialist to assist in processing applications. During the month, 54 referral applications were completed, approved, and sent to the property for move-in. A total of 166 applications are being processed for approval. There were no waitlist pulls conducted in July, but in August, the Eligibility department will host an Application lab, which will be offered to PBV pulls for Lapham, Becher, and Merrill. During July, the HACM partnership properties received 8 approved applications, and one late move-in was processed.

In July, 1 remote staff member was trained to assist with the portability process. 12 port-ins were received during July, with 7 vouchers being issued. 13 participants' port-out requests were completed, with 6 port billing processed. 4 approved VAWA received between port and PBV and 5 approved accommodations and 1 occupancy correction approved.

CONTINUED OCCUPANCY

CVR acknowledges that due to the staffing struggles, there is an increasing backlog of recertifications due while new hires are trained to enter their positions. As previously mentioned, CVR hired additional experienced corporate support in the month of June 2025 to help address the backlog and work towards getting current. These staff members completed their HACM training path in July and began assisting with more recent recertifications, while the in-office staff focus on the backlog of recertifications to tackle the recertifications from both angles.

CVR reviewed this strategy closely throughout July, and due to increasing staffing challenges, 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.

Continued training for all staff was also completed in July 2025, focusing on program regulations and processes, using the CVR Tracker, rent calculations, CVR's Quality Control Management System (QCMS).

As of June 30, 2025, there were 129 families receiving zero HAP from HACM due to high incomes, dating back to 2021. Using the new suite of documents created for the enforcement team, CVR began addressing these files by providing families with notice of their "zero HAP" status in instances where the family was never notified in prior years, sending proposed termination letters

due to self-sufficiency, and notices to the landlords that the HAP Contract is proposed for termination. 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. As of the end of July, CVR was able to successfully remove 39 of these families from the program reports, who have been self-sufficient. CVR will continue to work on these files in August.

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

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

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

In July 2025, CVR rolled out the CVR Tracker for reexams, port outs, and background checks. Trackers for PBV and HCV leasing, and the Reception Tool are still under development. This tracking system will create more visibility, case management, and oversight over staff productivity in the various areas of operations in enhanced ways that are not available through Yardi reporting.

In July, CVR issued an enhanced training guide with performance expectations were rolled out to all staff. In addition, CVR started a special project to address outstanding late recertifications. All housing specialists have been assigned caseload to contact and complete within a certain deadline.

VETERANS AFFAIRS

CVR continued to partner with Veterans Affairs, while addressing weekly case resolution using a joint spreadsheet from VA. The spreadsheet is updated and forwarded to lead VA Case Manager every Monday with updates. Ongoing meetings are held biweekly to discuss issues for resolution.

Currently there are:

- Late Recerts:
 - National Soldiers Homes: 37
 - Vets Manor PBV: 14
 - VASH: 80
 - VASH VM: 6

- Searching: 35
- VO to be issued: 1

FAMILY SELF-SUFFICIENCY RECONCILIATION

Upon beginning the review of the FSS participant list, we identified a total of 194 HCV tenants, in addition to a supplemental list of 20 recently enrolled participants.

Of the participants reviewed:

- 28 were enrolled prior to the Yardi conversion and will need to be closed out by HACM.
- 6 of the 20 recent additions were duplicate entries.
- 8 individuals had not fully enrolled in the program by completing a Contract of Participation (COP) and should not have been included on the list.
- 14 participants are completed and paid graduates, while 2 are pending graduation.
- 19 cases have been successfully reconstructed in Yardi, including assignment of the FSS property code, where appropriate.

During our review, CVR also discovered that some participants had been incorrectly categorized as HCV, when they are Public Housing (PH) residents. CVR has identified 3 such cases so far. Additionally, several files are undergoing reconstruction due to missing documentation, which previously prevented us from completing them in Yardi.

We continue to work through the remaining cases in alignment with HUD requirements. At present, 88 active participants still require reconstruction in Yardi.

ENFORCEMENT

Evictions, Vacates, Inspections & Hearing Letters Sent

- | | |
|--------------------------------------|----|
| ▪ Hearing Requests Received | 26 |
| ▪ Hearings Scheduled | 9 |
| ▪ Final Terminations Processed | 33 |
| ▪ Terminations Overturned by Hearing | 17 |

Hearings will now be held during the third week of each month, per the newly coordinated schedule with CVR's Compliance Officer.

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

Letter Type	Total Completed
Vacate/Inspection Non-Compliance	26
Eviction Letters	11
Vacate Letters	2
Terminations from Evictions/Vacates	5

In June, there were 129 Zero HAP/High TTP cases, and by July this number was reduced to 90. A review of these cases revealed that, in many instances dating back to 2021, tenants were not notified that their higher income levels made them ineligible for HAP payments. As a result, the

180-day termination clock was never initiated. This oversight has also increased the number of recertifications currently due, since families who should have been properly notified and separated from the program earlier remain active in the system.

CVR has also 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. This is another reason why recertification numbers are inflated.

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

Received: 39

Additional Documentation Requested: 6

Additional Documentation Received: 0

Pending Review: 0

Approved: 22

Denied: 11

VAWA

Requests Received: 19

Tenant Moving Decision Pending – Rescind Letters: 0

Requests Approved: 15

Violence Against Women Act (VAWA) Cases Pending: 4

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

Funds Recovered (Landlord Overpayment): \$46,178

UNREPORTED INCOME AND FRAUD CASES

Unreported Income Cases: 368

Fraud, Bribery, and Other Criminal Activity Cases: 17

QUALITY CONTROL

A total of 557 quality control file reviews were completed in July 2025 for work completed in 2025. Deficient areas are being tracked to provide ongoing training.

In late June 2025, CVR began a follow up training series relative to annual adjusted income calculations and verifications as a result of the QC scores noted in the first quarter of 2025, and these training sessions will continued into July 2025.

100% File Review: 2022 – 2023

In July 2025, NKA Contractors, LLC hired additional staffing and completed 1083 file reviews for the review period of 2022-2023. This team is on target to have all files reviewed by December 31, 2025.

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.

During July, the Eligibility department welcomed one additional remote Eligibility Specialist to assist in processing applications. During the month:

- 54 referral applications were completed, approved, and sent to the property for move-in
- 166 applications are being processed for approval
- 8 approved applications were forwarded to the HACM partnership properties
- 1 late move-in was processed

There were no waitlist pulls completed during July, but in August, the Eligibility department will host an Application lab, which will be offered to pulls for Lapham, Becher, and Merrill.

Regarding portability cases, 12 port-ins were received during July, with 7 vouchers being issued. 13 participants' port-out requests were completed, with 6 port billing processed. 4 approved VAWA received between port and PBV and 5 approved accommodations and 1 occupancy correction approved. One remote staff member was trained to assist with the portability process while the portability specialist position is open.

Moves and Lease Ups –

RFTAs Received: 72

New Units Processed: 98

Rent Increases Processed: 12

Rent Increases Pending Completion	
Month Effective Date	Pending
July 2025	1
August 2025	0
September 2025	11
October 2025	30
November 2025	26
December 2025	5
January 2026	2
February 2026	2

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 7 and Westlawn Renaissance 5 first and then will move onto other properties relative to retroactive move-ins and move-outs. Late recertifications are being processed for all properties.

Property Name	Move Outs	Move Ins	Late Recerts	Other	Total Found
Becher Court RAD PBV	7	1	1		9
Becher Terrace	<i>Awaiting additional information from the property manager</i>		1	25	26
Carver Park Town Homes RAD	2	1	0	1	4
Cherry Court PBV and RAD	1	2	1	6	10
Convent Hill RAD	0	7	0	0	7
Highland Gardens PBV and RAD	7	0	0	1	8
Holton Terrace RAD PBV	2	7	2	2	13
Lapham Park PBV and RAD	10	7	0	8	25
Maskani Place Project Based	<i>VACANT</i>				0
McAuley Project Based	1	0	1	1	3
McKinley School Apartments	0	0	0	0	0
Merrill Park RAD	9	4	4	1	18
MLK Library PBV	<i>Pending HAP Execution</i>				0
National Soldiers Home			18		18
Olga Village RAD	0	0	0	1	1
Prairie Apartments Project Based	<i>PM has been nonresponsive for 1 month regarding rent roll requests</i>		1		1
Riverwest PBV	<i>Pending HAP Execution</i>				
Scattered Sites I RAD		2		1	3
Scattered Sites II RAD	1	1		2	4
Scattered Sites Project Based	<i>Pending Reconciliation</i>		1		1
Surgeons Quarters Project Based			1		1
United House Project Based	0	0	0	0	0
VASH Veterans Manor Project Based	2		1	4	7
Veterans Manor Project Based			3	1	4
Victory Manor RAD	2	9		7	18
Water Tower View Project Based	0	2	2	4	8
Westlawn Gardens PBV and RAD		15	1	15	31
Westlawn Gardens Scattered Sites RAD	1	2	2	3	8
Westlawn Renaissance III RAD PBV		9	4	13	26
Westlawn Renaissance IV PBV and RAD		17	1	7	25
Westlawn Renaissance V PBV and RAD		6	3	7	16
Westlawn Renaissance VI RAD PBV	2	6	11	96	115
Westlawn Renaissance VII PBV and RAD		18	4	66	88
TOTAL					498

PBV Discrepancies Resolved:

Property	Discrepancies Resolved	Discrepancies Pending
Westlawn VII PBV and RAD	44	44

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

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.

In July 2025, CVR:

- Determined the finalized list of units to be placed under HAP Contract
- Determined the method in which applicants will be organized for eligibility determinations
- Ensured that all of the required exhibit information is received relative to utility responsibility, unit listings, amenities and other information is solidified.

Currently, the Program is determining eligibility for the initial set of families, some of which, already reside in the units designated. The property owner has asked to suspend the execution of the HAP Contracts for these units while the eligibility of the families already residing in the units is determined, to ensure that there is no need to change the designated units on the HAP Contract. Once the eligibility of these families are determined, CVR will work with the property managers finalize and fully execute the HAP Contracts, gain the fully executed residential leases and the corresponding Tenancy Addendums, and initiate HAP payments to the landlord.

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	None received
Scattered Sites PBV	February	None received
Westlawn Renaissance 4 RAD	February	Rent Increases Completed
Victory Manor	April	Rent Increases Completed
Westlawn Gardens PBV	April	Rent Increases Completed
Westlawn Renaissance IV PBV	April	Rent Increases Completed
Westlawn Renaissance VI	April	Rent Increases Completed
National Soldiers Homes I & II	April	Rent Increases Completed
Lapham Park RAD	May	Rent Increases Completed
Westlawn Renaissance III	May	Rent Increases Completed
Veterans Manor	May	Rent Increases Completed

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 VII PBV	July	Rent Increases Completed
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	Request received 6/24; pending
Holton Terrace	September	Request received 6/24; pending
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 I & II RAD	December	
Westlawn Gardens RAD	December	

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 (Units leased is down slightly for July 68)

OWNER SERVICES

CVR enrolled 475 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.

CVR continued to send out its HACM Monthly Newsletter and held its Monthly Virtual Owners meeting for all landlords on July 9th, in which 55 attendees joined.

In the newsletter, CVR highlighted:

- 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.
- Landlord rent increases are beginning to come in through the Landlord Portal
 - 68 Pending/189 Incomplete (Landlord Responsibility)

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 July 2025.

Inspection Summaries

Start Date 7/1/2025

End Date 7/31/2025

Results

Result	Quantity	Percent
Pass	344	48.52%
Fail	293	41.33%
No Show	72	10.16%

Series Types

Inspection Series Type	Quantity	Percent
Annual	455	64.17%
Initial	117	16.50%
Quality Control	85	11.99%
Complaint	38	5.36%
Miscellaneous	14	1.97%

Inspection Types

Inspection Type	Quantity	Percent
Re-inspection	211	29.76%
Annual	170	23.98%
Emergency Re-inspection	122	17.21%
Emergency	90	12.69%
Initial	88	12.41%
Complaint	14	1.97%
QC	12	1.69%
Additional Repairs	2	0.28%

Inspectors

Inspector	Quantity	Percent
Mellena Hoppe	57	8.06%
Ryan Kinsella-Alba	314	44.41%
Tony Smith	336	47.52%

Inspections Enforcement Report

Start Date: 7/1/2025

End Date: 7/31/2025

Total Inspections:	103
Closed:	1
	102
	Compliant
Passed within 30 days	73
Re-inspected within 30 days	29
	102
	Not Compliant

Score: 100.00%

CVR's Inspections Management system experienced a systematic issue that began in June and is expected to be resolved in July 2025. Due to this error there were some instances where reinspections were conducted on the 31st day from the original inspection and may push files out of the required reinspection period for enforcement compliance.

Abatement Counts

CVR determined that abatements to stop property owner HAP payments in instances where the property owner/agent did not maintain Housing Quality Standard (HQS) inspection protocols were not in practice prior to CVR's contract inception. CVR was advised by staff that HACM employees were "waiting on the CVR contract to start" to comply with program rules and process cases. Unfortunately, this is a common trend in nearly every component of program operations, where staff had previously stopped productively working, addressing applicant, participant, and landlord inquiries for several months prior to CVR's contract start. Now that abatements are being enforced under CVR's leadership, HACM should expect to receive complaints from property owners that were previously not required to comply with HQS regulations without enforcement.

88 Total Abatements / 36 Inactive as of July 31.

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**
Project Director
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