

Quarterly HUD Corrective Action Plan and SEMAP Scoring Housing Authority of the City of Milwaukee Housing Choice Voucher Program SEMAP 2025 Quarter 2

July 28, 2025

OVERVIEW

CVR began managing operations at the Housing Authority of the City of Milwaukee effective January 2, 2025 with the agency in Troubled SEMAP status.

SEMAP Scoring

Indicator 1: CVR determined the universe of applicants selected from the waiting lists and a separate universe of families that were newly admitted from April 1, 2025 – June 30, 2025. CVR then conducted a random sample to initiate quality control reviews to ensure compliance with HACM’s written selection policies in the Administrative Plan for compliance.

Sample Results:

Part 1: 40 applicants were randomly selected to ensure compliance. 100% files passed

Part 2: 14 families were randomly selected to ensure compliance. 100% files passed

Indicator 2: CVR determined the universe of new admissions, portability port-ins, unit transfers, and rent increases for the period of April 1, 2025 – June 30, 2025 that would be subject to rent reasonableness determination in accordance with the HACM Administrative Plan policies.

Sample: 27 files were randomly selected to ensure compliance. 25 files passed, representing a 92.6% pass rate, which increased from 58% from Q1. CVR conducted a follow-up training on April 25, 2025 as a result of the Q1 scores which contributed to the increase in scores.

Indicator 3: CVR determined the universe of new admissions and annual recertifications for the period of April 1, 2025 – June 30, 2025 that would be subject to adjusted income calculations in accordance with HACM Administrative Plan policies and HUD guidelines.

Sample: 26 files were randomly selected to ensure compliance. 15 files passed, for a pass rate of 57.75%. While this is an increase from 31% of files passing during Q1, there is significant room for improvement. CVR 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. Trainings were broken up into groups to try to minimize disruptions to operations and were held June 30th-July 3rd, July 7th-July 11th, and July 14th-July 18th. While these trainings would not have impacted Q2 scores due to the dates performed, CVR expects another significant improvement from Q2 scores as a result of this significant effort in Q3 and will be monitoring these scores closely

each month. This did result in a reduction of work output for these periods, but CVR determined this was necessary to increase our quality of work.

Indicator 5: Quality Control inspections are conducted to ensure that the inspectors are conducting inspections in accordance with HQS Standards.

Sample: CVR conducted 45 Quality Control inspections for Q2. CVR's VP, Courtney Cameron joined Owner Services/Inspections Manager, Mel Hoppe, the week of June 2-6th to conduct QC inspections. At the end of this week, Mr. Cameron and Ms. Hoppe met with all inspectors to discuss the results and reviewed samples of the failed inspections to pinpoint specific missed items. The message to the inspectors was clear: they must refocus and dedicate sufficient time to thoroughly conduct each inspection based on the requirement standards.

Mr. Cameron will be returning to Milwaukee the week of August 4th, 2025 to conduct a training with the inspectors on the upcoming NSPIRE inspection standards.

Indicator 6: CVR determined the universe of HQS inspections of a unit under contract where the unit failed to meet HQS to review if any cited life-threatening HQS deficiencies were corrected within 24 hours from the inspection and all other cited HQS deficiencies were corrected within no more than 30 calendar days from the inspection or any HACM-approved extension. In addition, if HQS deficiencies are not corrected timely, CVR reviewed to determine if staff abated the Housing Assistance Payment (HAP) beginning no later than the first of the month following the specified correction period or terminates the HAP contract or, for family-caused defects, if staff enforced the family obligations for the period of April 1, 2025 – May 31, 2025 in accordance with the HACM Administrative Plan policies.

Sample: CVR randomly selected 40 files to review or HQS enforcement compliance. While our compliance score for March 2025 was 92.3%, due to a system error in CVR's Inspections Management System which scheduled reinspections for the 31st day rather than the 30th, this negatively impacted our compliance scores for April and May 2025. This error has since been corrected and our compliance score will rise again for June 2025.

Indicator 9: CVR notes there is an increase of late recertifications showing on the late reexam PIC report, increasing from 7% to 10% from Q1 to Q2. CVR dedicated significant efforts in Q2 to provide follow-up training to housing specialists so that they can process recertifications both efficiently and with accuracy, and 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. However, in Q2, CVR was able to clear some of the most aged cases where the families were EOP'ed but not EOP'ed in PIC or where a fatal error was keeping more recent 50058s from being accepted in PIC. CVR has hired and trained 6 additional experienced housing specialists, above and beyond our budgeted number of full-time employees to aide in resolving the growing number of late recertifications.

Current SEMAP Indicator Information

Most Recent SEMAP Indicator Information

Reporting Rate as of June 30, 2025

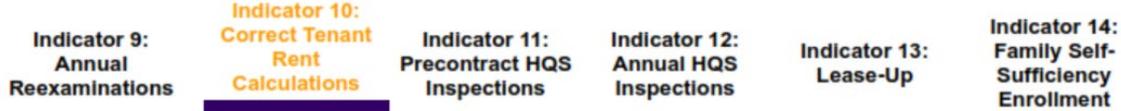
Program Type	VMS Units Leased	As of MM/YY	Port-Outs	Port-Ins	Number of 50058s Required (#)	Number of 50058s Reported (#)	Reporting Rate (%)
All Voucher Funded Assistance	6850	05/25	74	48	6824	6958	100

**Indicator 9:
Annual Reexaminations**

Note: For Indicators 9-12 and 14, HUD mandates for SEMAP a Reporting Rate of atleast 95 percent by the PHA's fiscal year end. If this threshold is not met, the PHA will receive zero points for these four indicators.

Percent of Families with reexaminations overdue (%) (Percentage includes all reexaminations more than 2 months overdue. SEMAP scores: Under 5% = 10 points; 5% - 10% = 5 points; greater than 10% = 0 points. Percentages shown as red and bold result in reduced SEMAP scores.)	10
Number of Families in Current Database	Number of Late Reexaminations
7189	694

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



Reporting Rate as of June 30, 2025

Program Type	VMS Units Leased	As of MM/YY	Port-Outs	Port-Ins	Number of 50058s Required (#)	Number of 50058s Reported (#)	Reporting Rate (%)
All Voucher Funded Assistance	6850	05/25	74	48	6824	6958	100

Percent of Families with incorrect rent calculation (%) (SEMAP scores zero points when more than 2 percent of the Housing Authority's tenant rent calculations are incorrect as indicated by percentages shown in red and bold.)	0
Number of Families in Current Database	Number of Rent Discrepancies
5611	0

[+] Families with incorrect rent calculation(s)

Indicator 11: CVR is receiving the full score for Indicator 11 and will continue to monitor to ensure all points are received. As of July 15th, the Owner Services/Inspections Manager reports that 8 of the 11 reported errors have been resolved and is working with staff on the remaining 3.

**Indicator 9:
Annual
Reexaminations**

**Indicator 10:
Correct Tenant
Rent
Calculations**

**Indicator 11:
Precontract HQS
Inspections**

**Indicator 12:
Annual HQS
Inspections**

**Indicator 13:
Lease-Up**

**Indicator 14:
Family Self-
Sufficiency
Enrollment**

Reporting Rate as of June 30, 2025

Program Type	VMS Units Leased	As of MM/YY	Port-Outs	Port-Ins	Number of 50058s Required (#)	Number of 50058s Reported (#)	Reporting Rate (%)
All Voucher Funded Assistance	6850	05/25	74	48	6824	6958	100

Percent of units that did pass HQS inspection before the beginning date of the assisted lease and HAP contract (%) (SEMAP scores zero points when fewer than 98 percent of newly leased units pass the HQS inspection before the beginning of the lease/HAP as indicated by percentages as shown in red and bold.)	99
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Number of Families in Current Database	Number of Inspections On or Before Effective Date
1994	1983

Indicator 12: CVR is still receiving 5 of the 10 points for late inspections; however, was able to reduce the number of late inspections from 8% reported in Q1 down to 5% in Q2. 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 is continuing to work to get this number reduced.

**SEMAP Indicators Report
As of March 31, 2025**

Housing Authority: **W002**
Housing Authority FYE: **December 31**

  
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Current SEMAP Indicator Information

Most Recent SEMAP Indicator Information

**Indicator 9:
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**Indicator 14:
Family Self-
Sufficiency
Enrollment**

Reporting Rate as of March 31, 2025

Program Type	VMS Units Leased	As of MM/YY	Port-Outs	Port-Ins	Number of 50058s Required (#)	Number of 50058s Reported (#)	Reporting Rate (%)
All Voucher Funded Assistance	6914	02/25	58	38	6894	7055	100

Percent of units under contract where annual HQS inspection is overdue (%) (Percentage includes all HQS Inspections more than 2 months overdue. SEMAP scores: Under 5% = 10 points; 5% - 10% = 5 points; greater than 10% = 0 points. Percentages shown as red and bold result in reduced SEMAP scores.)	8
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Number of Families in Current Database	Number of Late Inspections
5526	417

Indicator 13: Below is the latest information from the HUD Two-Year Tool. 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. CVR is also working to resolve approximately 451 PBV discrepancies that may have impact on shortfall funding.

Indicator 14: CVR received the proper credentials in HACM’s Yardi during Q2 and is actively reconciling HACM’s FSS program participants and escrow accounts.

Indicator 9: Annual Reexaminations
 Indicator 10: Correct Tenant Rent Calculations
 Indicator 11: Precontract HQS Inspections
 Indicator 12: Annual HQS Inspections
 Indicator 13: Lease-Up
Indicator 14: Family Self-Sufficiency Enrollment

Enrolled	Escrow Balance	Points
80% or more	30% or more	10
60%-79%	30% or more	8
80% or more	Less than 30%	5
Less than 60%	30% or more	5
60%-79%	Less than 30%	3
Less than 60%	Less than 30%	0

Percentages shown in **red** and **bold** result in reduced SEMAP scores.

Number of Mandatory Slots (#)*	Number of Families Enrolled (#)	Percent of Families Enrolled (%)	Number of Families with Progress Report and Escrow Balances (#)	Percent of Families with Progress Report and Escrow Balances (%)
97	43	44	24	57

Respectfully submitted by: **Tracey Sheffield**
 Project Director
 tsheffield@cvrassociates.com