



## District of Columbia Housing Authority

### Fiscal Year 2023-2024 Performance Oversight Pre-Hearing Questions February 19, 2024

#### GENERAL QUESTIONS

**1. Please provide the agency's mission statement.**

The District of Columbia Housing Authority (DCHA) provides quality affordable housing to extremely low- through moderate-income households, fosters sustainable communities, and cultivates opportunities for residents to improve their lives.

**2. Please list any statutory mandates that the agency lacks sufficient resources to fully implement.**

There are two statutory mandates that DCHA lacks the sufficient resources to fully implement:

1. As previously provided in testimony to the DC Council, D.C. Law 24-306. Greener Government Buildings Amendment Act of 2022 places a unique burden on the rehabilitation of public housing buildings to be net-zero due to increases in funding gaps.
2. The Building Energy Performance Standards (BEPS) administered by DOEE will require DCHA to make hundreds of millions of improvements over the next 6 years to improve energy efficiency that can partially be funded through energy performance bonds but will require additional capital subsidy from the District.

**3. Please list all reporting requirements in the District of Columbia Code or Municipal Regulations that the agency is required to complete in FY 23 and FY 24, to date. For each requirement, please list the date the report was required and the date it was produced. If the agency did not produce the report on the mandated timeline, please explain why.**

In accordance with DC Official Code § 6-229.01., DCHA is required to submit a quarterly report of the Rent Supplement Fund. DCHA submitted Q1 of FY23 on January 24, 2023 (Due: January 30, 2023), Q2 of FY23 on April 28, 2023 (Due: April 30, 2023), Q3 of FY23 July 31, 2023 (Due: July 30, 2023), Q4 of FY23 on October 27, 2023 (Due: October 30, 2023), and Q1 of FY24.

In accordance with D.C. Official Code § 6-210., DCHA is required to submit a quarterly accountability report on April 15, 2023, July 15, 2023, October 15, 2023, January 15, 2024, and April 15, 2024. DCHA submitted reports on April 14, 2023, July 14, 2023, and October 13, 2023. The reports to the Mayor and the Council describe the progress:

1. Addressing and remediating the issues identified by the U.S. Department of Housing and Urban Development in its 2022 assessment of the Authority;
2. Developing and implementing a plan to expedite the leasing of dwelling units owned, operated, or managed by the Authority;



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3. Identifying individual dwelling units within Housing Properties of the Authority that are in a substandard condition and improving the condition of such units to a state of good repair.
4. Developing and implementing a plan for the maintenance, in an ongoing state of good repair, of Housing Properties of the Authority and individual dwellings units within those Housing Properties;
5. Improving the management of the waiting list for dwelling units within Housing Properties of the Authority; and
6. Reviewing and developing recommendations for improvements of the Authority's:
  - a. Capital and operating budgets;
  - b. Capital and operating expenditures;
  - c. Accounting and fiscal management systems, controls, and procedures; and
  - d. Contracting and procurement systems, controls, and procedures.
7. Meeting training requirements established for the Executive Director and Board Commissioners.

Additionally, DCHA submitted the documents required by D.C. Official Code § 6-210., requiring the agency submit to the Council any updated policies, procedures and reports provided to HUD within 48 hours of submission to HUD.

**4. Please list and describe any regulations promulgated by the agency in FY 23 or FY 24, to date, and the status of each.**

Register Category	Regulations	Description	Status
Emergency and Proposed Rulemaking	Amending 14 DCMR Chapters 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 76, 83, 85, 89, 91, 94, and adding new Chapters 100, 101 and 199	Administrative Plan	<p><b>First Notice:</b> Published 5.19.23; Effective Date 4.12.23 Expired 8.10.23;</p> <p><b>Second Notice:</b> Published 9.8.23; Effective Date 8.10.23; Expired 12.8.23.</p> <p><b>Third Notice:</b> Published 1.5.24; Effective Date 12.13.23 Currently in effect until April 11, 2024 or Final Rulemaking Notice</p>
Emergency and Proposed Rulemaking	Amending 14 DCMR Chapters 60, 61, 62, 63, 64, 65, 66, 67, 68, 70, 73, 74, 77, 78, 79, 80, and 81	Admissions and Continued Occupancy Plan (ACOP)	<p><b>First Notice:</b> Published 5.5.23; Effective Date 4.12.23 Expired 8.10.23;</p> <p><b>Second Notice:</b> Published 9.1.23; Effective Date 8.10.23; Expired 12.8.23.</p> <p><b>Third Notice:</b> Published 12.22.23; Effective Date 12.13.23; Currently in effect until April 11, 2024 or Final Rulemaking Notice</p>



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Register Category	Regulations	Description	Status
Proposed Rulemaking	14 DCMR Ch. 72	Procurement and Contracting Policy	Published 2.24.23. No final rulemaking yet
Emergency and Proposed Rulemaking	14 DCMR Ch. 83	Payment Standards	Published 10.14.2022 Expired 2.12.2023.

**5. Please explain any significant impacts on your agency of any legislation passed at the federal or local level during FY 23 and FY 24, to date.**

DCHA is in the process of updating its ACOP and Administrative Plan to incorporate the following federal legislation:

1. [The Housing Opportunity Through Modernization Act of 2016: Implementation of Sections 102, 103, and 104](#) final rule was published by HUD on February 14, 2023, impacting asset and income calculations for both public housing residents and voucher recipients.
2. [The Implementation of National Standards for the Physical Inspection of Real Estate \(NSPIRE\)](#) final rule was published by HUD on May 11, 2023, establishing a new approach to defining and assessing housing quality.

DCHA is impacted by the following enacted local legislation from FY23 and FY24.

1. [B25-0014 - Housing Authority Accountability Congressional Review Emergency Amendment Act of 2023](#) was published in the DC Register February 10, 2023 and expired May 2, 2023 and required the District of Columbia Housing Authority to report certain financial and operating information, revise the training requirements for commissioners, establish training requirements for the executive director; and amend chapter 39 of Title 28 of the District of Columbia Official Code to confirm the applicability of landlord-tenant consumer protections to the DCHA.
2. [B25-0339 - Local Rent Supplement Program Eligibility Emergency Amendment Act of 2023](#) was published in the DC Register July 14, 2023 and expired October 8, 2023 to allow applicants for local rent supplement vouchers to self-certify eligibility factors and prohibit the DCHA from inquiring into an applicant’s immigration status, prior criminal arrests or convictions, or pending criminal matters.
3. [B25-0340 - Local Rent Supplement Program Eligibility Temporary Amendment Act of 2023](#) Law Number L25-0057 effective from September 16, 2023 and expires on April 28, 2024 to allow applicants for local rent supplement vouchers to self-certify eligibility factors and prohibit the DCHA from inquiring into an applicant’s immigration status, prior criminal arrests or convictions, or pending criminal matters.
4. [B25-0252 - District of Columbia Housing Authority Procurement Clarification Emergency Amendment Act of 2023](#) was published in the DC Register June 2, 2023 and expired August 22, 2023 and clarified that the DCHA is subject to the District’s procurement statutes; and amended the Procurement Practices Reform Act of 2010 to make conforming changes.



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5. [B25-0253 - District of Columbia Housing Authority Procurement Clarification Temporary Amendment Act of 2023](#) Law Number L25-0040 effective from August 17, 2023, expires March 29, 2024 and clarifies that the DCHA is subject to the District's procurement statutes; and amended the Procurement Practices Reform Act of 2010 to make conforming changes.
6. [B25-0440 - District of Columbia Housing Authority Stabilization and Reform Emergency Amendment Act of 2023](#) was published in the DC Register October 20, 2023 and expired January 9, 2024 and established a temporary Stabilization and Reform Board to govern the DCHA and required that the Board and the Executive Director take specific actions to reform and revitalize the operations of DCHA.
7. [B25-0590 - District of Columbia Housing Authority Stabilization and Reform Congressional Review Emergency Amendment Act of 2023](#) was published in the DC Register January 12, 2024 and expires April 3, 2024 and established a temporary Stabilization and Reform Board to govern the DCHA and required that the Board and the Executive Director take specific actions to reform and revitalize the operations of DCHA.
8. [B25-0282 - Housing Subsidy Contract Stabilization Amendment Act of 2023](#) was published on October 6, 2023 in the DC Register; on December 27, 2023 a report from the DC Council Committee on Public Works and Operations favorably reported out to approve a 20-year original term of a Long-Term Subsidy Contract (LTSC) and exempts from the procurement competition requirements the extension or renewal of the LTSC. First and second reading was conducting January 9<sup>th</sup> and February 6<sup>th</sup> respectively and was approved.

### ***6. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY 24.***

1. **Increase the occupancy rate in the public housing program.**
  - Identify all vacancies by physically walking them, documenting their conditions with photographs, and determining their level of repairs required to swiftly lease them.
  - Improve our data tracking systems to ensure data accuracy, start using data to drive decision-making, and create dashboards of information so that communication between central office and field offices is improved.
  - Increase the number of vendors dedicated to turning around vacant units that require moderate and routine repairs, doubling the number of units available for leasing from 50 to 100 units per month, and instituting a quality control system to ensure the units are ready for leasing.
  - Improve the leasing system by pre-leasing units, holding leasing events to improve communication with eligible applicants, and creating a marketing campaign using the DCHA website to show pictures of completed units in the developments where the units are located; and
  - Open the waiting list for new applicants.
2. **Increase the utilization of vouchers in the Housing Choice Voucher program.**
  - Engaged an experienced consultant to reassess the organizational structure and workflow amongst the division.



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- Prepare a plan to include mailers, emails, text messages, and phone calls to current households on the waitlist. DCHA stopped taking new applicants on the waiting list in 2013.
  - Hire consultants to build capacity to be able to conduct in person interviews of applicants and to process their paperwork in a timely manner to determine if they meet eligibility requirements for the voucher.
  - Beginning in 2024, DCHA's goal is to issue up to 500 vouchers per month.
  - Hire a community locator who will work with individual owners and owners of multifamily buildings to manage a database of units available and accepts vouchers.
  - Open the waiting list for new applicants.
3. **Improve the physical condition of all DCHA properties.**
- Utilize the repositioning tools provided by HUD to increase the operating revenue of each property, which will allow DCHA to secure financing to modernize or redevelop the property.
  - Create Development Principles focused on furthering DCHA's commitment to provide quality housing to poor and extremely poor residents of our community, to replace and expand the number of units that each of our sites provides, and to ensure that DCHA continues to have an ownership and/or management role in each redeveloped site.
  - Create a procurement process and procedures that attracts as potential development partners nonprofit and for-profit firms who support DCHA's development principles, engage residents as partners in redevelopment, and provide a strong economic benefit to DCHA.
  - Increase the funding sources for our development program from foundations, corporate giving, city set-aside funding, and dedicated income streams.
  - Create a Board-approved development pipeline that is transparent and created with the input of residents across the District; and
  - Maximize the impact of DCHA's limited capital and modernization funds on properties by increasing the viability of the buildings and improving the living conditions of residents.
4. **Improve DCHA's fiscal and administrative systems to ensure data integrity, efficient use of limited government funding, and ensure transparency of our operations.**
- By June 2024, submit to HUD three fiscal years of DCHA audits.
  - Hire new staff that have ability to develop and retain appropriate skills to meet client needs, respond to internal clients, preserve the fiscal integrity of our financial systems, and increase DCHA's capacity to undertake the challenges that a repositioned agency must have.
  - Improve DCHA's procurement capacity and technology, ensure that public bidding complies with the law and its regulations, and hire staff with experience in streamlining processes, maximizing the impact of DCHA funds, and moves expeditiously within the established procurement parameters.
  - Improve our contracting capacity to ensure swift vendor payments, increased accountability, and implement an integrated financial management software tied to our asset management capabilities.
  - Fully implement the Yardi software purchased by DCHA over three years ago and which has yet to be fully installed and staff not fully trained.



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- Ensure unified operating procedures are in place to compliment the enhanced technology.
5. **Improve customer service systems, customer service with our residents and applicants, and create an enhanced community engagement for greater resident participation in the future of their community.**
- Provide customer service training to staff and establish a matrix of call response from the public for each department.
  - By April 2024 bring DCHA staff back into the offices a minimum of 4 days a week to be available in person for clients.
  - By June 2024 identify satellite office locations in each quadrant for applicants and clients that require in person meetings.
  - Increase the number of call center staff to assist with answering phone calls.
  - Implement a Standard Operating Procedure on timely responses to phone calls and emails.
  - Equip staff with knowledge of DC programs to assist in educating DCHA residents and clients about the many available services offered by DC

***7. What are the metrics regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency.***

DCHA recognizes the importance of using clear metrics to evaluate whether the agency is meeting its stated goals. The 2022 HUD Assessment Report pointed out that over 25% of DCHA's public housing units were vacant. To address this problem, DCHA Public Housing program uses the following metrics to drive decision making: (1) reducing the backlog of vacant units, (2) striving to reach a 21-day turnaround for new vacant units, (3) Increased number of leases per month, and (4) increased number of units turned from Modernization.

### **Public Housing Vacant Units**

We are tracking two major items with numerous metrics to address the number of vacancies at DCHA:

1. Reducing the backlog. Starting in December until mid-January, property management staff identified each vacant unit in the DCHA portfolio, documented with a scope of work for outstanding items necessary to prepare the units for lease up, and started the long process of updating unit information in the HUD property tracking system, PIC. Over 1800 confirmed vacant units in DCHA's portfolio were catalogued into three assignments: a) rapid unit turnaround requiring a limited scope; b) intermediate turnaround requiring a more comprehensive list of outstanding items that can be completed without a renovation permit; and c) a longer-term list requiring plans and permits and a more comprehensive modernization scope. These units comprise the universe of backlog vacancies that will be reduced over time. In December 2023, DCHA was turning over for leasing an average of 50 units per month. Mr. Pettigrew committed to doubling this monthly average by increasing the resources dedicated to renovating units and making them ready for leasing. Monthly, DCHA will review the reduction of vacant backlogged units.
2. Vacant Unit Turnaround Timeline: Unfortunately, by allowing the vacancies to accumulate to such a large number and for such a long time, attempting to reach the industry average of 21



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days to turnover a vacant unit would be impossible to reach until the backlog can be cleared. Therefore, starting February 1, DCHA will commence tracking all new vacancies so as to track turnaround time. This matrix allows management to better identify areas of largest deficiencies so that corrective action can be measured. This tracking system will be used as a management tool for continuous improvement, with the long-term goal being to reduce vacancy time and not creating additional backlog of units.

### Public Housing Occupancy

1. Aggressive Leasing Activities: As DCHA increases the number of units ready for leasing, new approaches will be taken to attract applicants to renovated units. DCHA has commenced hosting leasing days where property management personnel reach out to eligible applicants and showcase renovated units in specific properties around the District. This requires that DCHA leasing staff increase the number of applicants that are contacted for eligibility determinations and schedule for pre-leasing activities. In addition, we will be tracking the number of applicants being selected from the existing waiting list. The other numbers that we are tracking are the number of leases signed and keys turned over to residents, and the number of pre-leases.
2. Modernization: There are two categories of units tracked under modernization: vacant units where the number of vacancies in a particular property are high; and occupied units which have not been modernized for years. The comprehensive modernization of unit is included in the annual capital budgets, require A&E plans, and permits. In some cases, these modernization projects may require some limited tenant relocation. There are other units that are currently occupied, and which need modernization to bring the units up to current building codes. In this case, residents will be moved into a new modernized unit or temporarily moved. We are more closely tracking these units through a comprehensive tracking system.
3. Waiting List Management: The public housing waiting list currently has less than 5000 applicants. Since DCHA stopped taking new applicants in 2013, DCHA leasing staff has found that the information contained on many applications is stale. DCHA conducted extensive outreach to all applicants on the waiting list in 2023 to ensure that waiting list information is as current as possible. This will facilitate faster leasing of public housing units. DCHA also plans to re-open the waiting list during the summer of 2024. Our goal is to ensure computer-based applications and easier ability for applicants to update the information. In anticipation of a large demand for affordable units, in conjunction with announcement of opening the list, DCHA will open community sites so as to facilitate a large number of applicants in an efficient and decentralized manner.

With regard to the Housing Choice Voucher program, DCHA is paying particular attention to data integrity and enhanced information tracking systems. DCHA will continue to track: (1) voucher utilization (number and per-unit cost), (2) error rates, (3) the length of time from inspection request to completion and (4) recertifications. In addition, DCHA plans to conduct extensive outreach to all applicants on the waiting list for an opportunity to apply for housing assistance and anticipates re-opening the HCV waiting list in the summer 2024.



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***8. Please describe any new initiatives or programs that the agency implemented in FY 23 and FY 24, to date, to improve the operations of the agency. Please describe any funding utilized for these initiatives or programs and the results, or expected results, of each initiative.***

Keith Pettigrew began serving as the DCHA Executive Director in November 2023. Since day one, he has been assembling a leadership team and has hired consultants to review the operations of each of the departments. The short-term initiatives that Mr. Pettigrew and his team commenced have a goal of addressing the most pressing operational issues. Certain agency deficiencies were outlined in the 2022 Agency Assessment Report conducted by the US Department of Housing and Urban Development (HUD). Although some of HUD's recommendations and findings have been addressed, there is a long way to go. While the HUD initiatives are essential, the recently initiated initiatives are focused on stabilizing the agency.

To ensure that changes are systemic and can be maintained, and that effective policies are established, the longer-term plan is to rebuild the operational excellence of DCHA. This requires thoughtful planning and implementation.

In May 2024, Mr. Pettigrew will release the Recovery Plan that will outline with more precision the three-year plan to rebuild DCHA and re-establish it as a premier housing authority serving the District's residents. The following outlines some of the key initiatives that will be included in the Recovery Plan:

1. Vacancy reduction and improving vacant unit turnaround time: The 2022 HUD report concluded that approximately 25% of DCHA's rental units were vacant at the time of the report. When Mr. Pettigrew commenced his employment as Executive Director, there were over 1900 rental units still vacant. Mr. Pettigrew's team undertook an initiative to start turning over double the units per month than had been delivered prior to his arrival. By the end of January 2024, the DCHA team had more than doubled the previous month's completed units. This was accomplished by increasing the number of contractors dedicated to turning over units, increasing quality control supervision to ensure that the units were move-in ready, and weekly monitoring of the initiative by Mr. Pettigrew and his leadership team. Simultaneously with reducing the vacancies, the focus is on rebuilding the basic management practices of tracking the number of days that it takes the DCHA Property Management Office (PMO) to have a unit ready for occupancy. This initiative is aimed at holding property managers, maintenance staff and PMO personnel accountable for reaching an industry standard of 21 days to turn around a unit and have it ready for the leasing department. By tracking this data, we will have a better idea of what steps in the process need to be corrected and changed. Our longer-term goal is to ensure that we address the backlog of vacant units and have them leased, as well as improving our systems to ensure that we do not return to this level of vacancy in DCHA's portfolio.
2. Improve our Housing Choice Voucher system: The HUD report and our assessment point to a system that needs a major overhaul. The key is to ensure that the Housing Choice Voucher program is maximizing utilization of all available resources, while also providing effective and efficient service to our participants and housing partners. There are a number of areas that need attention and focus and DCHA has undertaken an ambitious plan to strengthen foundations and improve operations.





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3. Open the Waiting Lists: The waiting lists for both the public housing program and the housing choice voucher program have not been opened for many years. Although the public housing list was recently updated, the age of the list means that it can still be difficult for our staff to reach out to applicants. Our lists do not currently use the latest technology; therefore, they are administered manually and require applicants to call into the DCHA occupancy department to update information. Our short-term goal is to manage the transition to computer-based applications and updates, reduce the current waiting list by making more units and vouchers available, and open the waiting list for new applicants. Over the longer period we will make the process for updating applicant information and for notifying applicants of new information routine.
4. Bring DCHA to Residents and to Applicants: We are working on initiatives that will bring the functions of DCHA directly to the residents and applicants. The reaction to the Covid pandemic has shown us that through hybrid meetings, active online presence, and other uses of available social media tools, DCHA can reach a larger percentage of the community than solely relying on door-to-door leaflet distribution and centralized communications methods. Similarly, applicants should not have to call into or visit the central office and trust that DCHA staff will input the supplied data; however, that is the current system. Our goal is to implement an interactive computer system so that applicants and residents can have direct access to access and update their information, increase the number of offices in the community so that clients that want to visit us do not have to come to our central offices, and expanding our outreach through a proactive community engagement process. Throughout 2024, we will open more satellite intake offices so that our staff can take information and input them directly into our system while the client is in the office.
5. Provide residents with modernized units: DCHA recognizes that not all sites can be comprehensively redeveloped in the near term. Therefore, we need a proactive modernization focus whose goal is to improve the conditions of buildings so that existing residents can experience improved living conditions. In the short-term, we will create an office whose sole purpose is to identify and modernize buildings and units. Over the longer-term, our goal is to create a capital improvement program that is planned, focused, transparent, and demonstrating consistent results. As discussed above, our redevelopment program will be based on established development principles that reflect the foregoing.

### ***9. What are three areas, programs, or initiatives within your agency where you see the most opportunity to make progress toward racial equity?***

DCHA's core constituency and mission is to provide quality affordable housing to extremely low to moderate income households. In addition, our role is to link services to our resident population. Moreover, DCHA primarily serves communities of color.

DCHA sees opportunities for employment and contracting through our redevelopment projects. In this way, we will facilitate opportunities to increase the household income of residents, open opportunities for educational enrichment, and otherwise to assist residents achieve their personal growth expectations. Our goal is to increase opportunities for public housing residents and program participants to access the numerous jobs created by our vacant unit turnaround, modernization, and



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redevelopment investments. We will be reactivating our Section 3 program through our expanded community engagement strategy.

DCHA has the most opportunities for reaching these goals by expanding employment and education opportunities such as the continued collaboration with the University of the District of Columbia. This partnership provides education and future employment opportunities by issuing certifications through their Pathways Programs. DCHA will continue to hire property management and other staff from among the DCHA tenants who participate and receive a certificate from this program. In addition, DCHA will continue its successful maintenance training program that transitions residents into the DCHA workforce.

In addition, by providing housing to more applicants from the HCV and public housing waiting list, and the local supplement program, we will stabilize the housing conditions for more applicants and their families. This allows our resident program personnel the opportunity to connect with low- and extremely low-income households and refer them to programs that will support their personal goals

Moreover, increasing wealth through homeownership opportunities for both HCVP and the public housing program will allow residents to accumulate equity. Homeownership opportunities are included in the Barry Farm and Park Morton redevelopment efforts. Our HCV homeownership program will continue to find creative ways to assist residents use the mortgage buydown program to purchase their first home.

### ***10. In the past year, what are two ways that your agency has addressed racial inequities internally or through the services you provide?***

The Resident Services Department host events on a regular basis to address the needs of the residents that are related to income, wealth, employment, criminal justice, housing, health care and education. DCHA has a grant funded program that assists residents with increasing their credit scores which is called the Credit Building and Rent Reporting.

DCHA has a continued partnership with the University of District of Columbia (UDC); the agencies collaborated on several workshops in 2023. The workshops addressed the employment and education opportunities which includes a Micro-Entrepreneurial workshop where 5 Public Housing residents received a certification. In addition, A “Leasing for Property Management” course was held. The class included 8 participants and those that completed the course received a certification from UDC. DCHA hired the 4 DCHA residents who participated in the class and received a certification. The participants were hired as Housing Management Assistants at various properties around the District.

### ***11. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.***

DCHA is undergoing an organizational assessment and can submit an updated organizational chart upon completion if requested.



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In recent months, DCHA has appointed experienced, industry professionals as leaders of several key departments. Please see attachment Question 11\_DCHA strengthens leadership team.

***a. Please provide a narrative explanation of any changes made to the organizational chart during the previous year.***

There were some changes made to the organizational chart to update staffing or reporting structure in various departments.

***b. Organizational chart in place when Mr. Pettigrew was hired.***

Please see attachment 11a\_DCHA Organizational chart – previous administration.

***12. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please indicate if any position must be filled to comply with federal or local law.***

Attached is the information provided in last year's response. Once the current organizational assessment is finalized and changes have been made, we will prepare a revised Schedule A and submit it accordingly. See attachment Question 12\_submission from FY22-23 Question 11\_Schedule A Local Programs

***13. Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.***

There are no employees detailed to or from DCHA.

***14. Please provide:***

***a. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned as well as a description of all vehicle accidents involving the agency's vehicles in FY 23 and FY 24, to date;***

Please see attachments Question 14a\_List of Vehicles and Question 14a\_List of Accidents.

***b. A list of travel expenses, arranged by employee for FY 23 and FY 24, to date, including justification for travel; and***

Please see attachments Question 14b\_FY23 Travel Expenses and Question 14b\_FY24 Travel Expenses.



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*c. A list of total workers' compensation payments paid in FY 23 and FY 24, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.*

<b>Fiscal Year</b>	<b>Medical</b>	<b>Indemnity</b>	<b>Legal</b>	<b>Recovery</b>	<b>Grand Total</b>	<b># Employees with Claims</b>
FY23	\$52,545.32	\$41,663.74	N/A	-\$865.31	\$93,343.75	17
FY24	\$12,566.18	\$13,837.42		N/A	\$26,403.60	2
<b>Total</b>	<b>\$65,111.50</b>	<b>\$55,501.16</b>	<b>N/A</b>	<b>-\$865.31</b>	<b>\$119,747.35</b>	<b>19</b>

*15. Please list in descending order the top 25 overtime earners in your agency in FY 23 and FY 24, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned by each.*

Please see attachment Question 15\_Overtime.

*16. For FY 23 and FY 24, to date, please provide a list of employee bonuses, special pay granted, or separation pay issued, that identifies the employee receiving the bonus, special pay, or separation pay, the amount received, and the reason for the bonus, special pay, or separation pay.*

Please see attachments Question 16\_Bonuses FY23 and Question 16\_Bonuses FY24.

*17. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and the anticipated date of completion of each agreement in bargaining.*

Please see attachments Question 17\_Fraternal Order of Police and Question 17\_American Federation of Government Employees. The Fraternal Order of Police agreement is effective April 8, 2014, and the American Federation of Government Employees, Local 2725 agreement is effective December 12, 2008.

*18. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY 23 and FY 24, to date, and whether and how those allegations were resolved.*

Please see attachment Question 18\_Sexual Harassment Procedures. DCHA has not received any allegations of sexual harassment in FY23 or FY24 to date.



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*a. Has the agency identified a primary and alternate sexual harassment officer (“SHO”)? If no, why not? If yes, please provide the names of the primary and alternate SHOs.*

The SHO is Kimberly Graham, VP Human Resources in the Office of Human Resources.

*b. Has the agency received any requests from staff in an otherwise prohibited dating, romantic, or sexual relationship for a waiver of provisions of the Sexual Harassment Order? What was the resolution of each request?*

Our records do not indicate that there have been requests from staff for a waiver.

**19. For FY 23 and FY 24, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:**

- a. The revenue source name and code;*
- b. The source of funding;*
- c. A description of the program that generates the funds;*
- d. The amount of funds generated by each source or program;*
- e. Expenditures of funds, including the purpose of each expenditure; and*
- f. The current fund balance.*

The Agency does not have any special purpose revenue funds.

**20. For FY 23 and FY 24, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.**

DCHA does not utilize purchase cards. However, the Agency does utilize Corporate Credit Cards subject to the Executive Director’s approval. Primary uses of the credit cards include temporary emergency resident relocations, licenses fees, and payment of DCHA trash dumping fees.

Please see attachment Question 20\_DCHA FY23-FY24 credit card expenditures by card. The common categories identified in the attached reports are as follows:

- Advertising: These costs include posting of the MTW Plan notice in the papers, procurement solicitations, and posting of positions through various sites.
- Software License Fees: This includes fees associated with Adobe, YARDI, etc. where the vendor requires a card on file for processing.
- Tenant Relocation: This includes the costs associated with supporting residents to move. For example, in the fall, residents moved from Public Housing to New Communities



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Properties. Residents may also be required to move to complete repairs due to environmental concerns and/or because of demolition/disposition.

- Miscellaneous Admin Expenses: Form of payment when no other form of DCHA Payment such as Purchase Order, ACH Payment, Wire Transfer, or check is accepted. Public Safety utilizes the agency card for licensing requirements for the Special Officers and Security Officers that are required through the District of Columbia. The expenses from the card are reimbursed through the Department's budget. DPW Dumping Fees for DCHA Trash Disposal is also included on credit card expenditures.

***21. Please list and provide a copy of all memoranda of understanding (“MOU”) entered into by your agency during FY 23 and FY 24, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.***

Please see attachment Question 21\_MOU.s.

***22. Please list all open capital projects and capital projects in the financial plan under the agency's purview, including the amount budgeted, actual dollars spent so far, any remaining balances, and the status of the project. In addition, please provide a description of any projects which are experiencing delays, or which require additional funding.***

Please see attachment Question 22\_District Funded Capital Projects.

***23. Please provide a table showing your agency's Council-approved budget, revised budget (after reprogrammings, etc.), and actual spending, by program, activity, and funding source for FY 23 and FY 24, to date. Please detail any over- or under-spending and any federal funds that lapsed.***

Please see attachment Question 23\_Local Funding Schedule.

***24. Please list and describe any spending pressures the agency experienced in FY 23 and any anticipated spending pressures for the remainder of FY 24. Include a description of the pressure and the estimated amount. If the spending pressure was in FY 23, describe how it was resolved, and if the spending pressure is in FY 24, describe any proposed solutions.***

During FY24 there will be numerous pressures on DCHA's budget. First, and foremost, DCHA needs to dramatically reduce the number of vacant units. This will require use of capital funds, local and federal, as well as other funds from the operating budget. Of similar importance is the need to renovate currently occupied units. As we continue to strengthen the agency's operational performance, we will need to invest in technology and technology training. We cannot expect to institutionalize positive change if we continue to perform with the same outdated tools and in the same manner as we have done in the past. This year, we will open the public housing and housing choice voucher waiting list. This is both human and technology intensive as we want to have application centers in the community linked to our waiting list software. To improve public safety in our communities, the new chief of the housing authority's police department has also placed a premium on installing state-of-the art cameras. Without grant funding, this will place an added burden on our annual budget. Finally, lacking internal



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capacity to carry out certain primary functions within DCHA, we will rely on consultants to provide their expertise and to train current staff on the necessary processes. Over time, these functions will be maintained in-house.

***25. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY 24 or FY 25. For each, include a description of the need and the amount of funding requested.***

Please see attachment Question 25\_Armed Security Enhancement Request and Question 25\_Public Safety Enhancement Request.

***26. Please list, in chronological order, each reprogramming that impacted the agency in FY 23 and FY 24, to date, including those that moved funds into the agency, out of the agency, and within the agency. For each reprogramming, list the date, amount, rationale, and reprogramming number.***

REPROG25-0056 [FY 2023 Reprogramming Request: \\$8,572,490.90 within the DC Housing Authority \(DCHA\) Subsidy](#)

September 26, 2023: Introduced by Chairman Mendelson  
Request to reprogram Fiscal Year 2023 Local funds budget authority in the amount of \$8,572,491 within the DC Housing Authority Subsidy (DCHA Subsidy). Funds are needed to support rental assistance for families and individuals through tenant-based vouchers. This action will reprogram budget authority from the DCHA Subsidy's Local Rent Supplement-Project and Sponsor program to the Local Rent Supplement Tenant-Based program within account group 714100C (Government Subsidies and Grants). Funds are available because of timing differences between when rental property units come on-line and when eligible households move into the units. The Office of Budget and Planning's analysis indicates that the reprogramming will not have an adverse impact on the DCHA Subsidy's budget or the District's financial plan.

REPROG25-0033 [FY 2023 Reprogramming Request: \\$1,765,932 within the DC Housing Authority \(DCHA\) Subsidy](#)

May 24, 2023: Introduced by Chairman Mendelson  
Request to reprogram Fiscal Year 2023 Local funds budget authority in the amount of \$1,765,932 within the DC Housing Authority Subsidy (DCHA). Funds are needed to support sponsor-based housing vouchers for Permanent Supportive Housing for housing projects at Hill East and Community Hope. This action will reprogram budget authority from DCHA's Local Rent Supplement program (LRSP) – Tenant-Based to the LRSP – Project and Sponsor-Based program within Account 714100C (Government Subsidies and Grants). Funds are available because the Department of Human Services elected to convert a portion of their allocation of LRSP Tenant-Based voucher to be support the long-term contract for sponsor-based housing vouchers for PSH for Hill East. Furthermore, the non-owner sponsor-based voucher allocation for Community



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of Hope was converted to LRSP Tenant-Based vouchers in order to better align the allocation with the PSH case management structure that is now in place. Households receiving assistance through Community of Hope’s non-owner Sponsor Based allocation will continue to receive assistance through LRSP Tenant Based Vouchers for PSH Families. The reprogramming does not have an adverse impact on DCHA Subsidy’s budget for the District’s financial plan.

REPROG25-0077 [FY 2023 Reprogramming Request: \\$70,760,000 from Various Agencies to DGS, MPD, EMS, the Housing Authority Subsidy \(DCHA\), DPW, DBH, DC Health, OCTO, and the Office of Contracting and Procurement](#)

October 18, 2023: Introduced by Chairman Mendelson

This reprogramming is needed to address higher than anticipated FY 2023 expenditures by the Department of General Services, Metropolitan Police Department, Emergency Planning and Security Fund, Department of Behavioral Health, Housing Authority Subsidy, Department of Public Works, Department of Health, Office of Chief Technology Officer, and Office of Contracting and Procurement. Funds are available based on the original appropriation but require realignment to meet programmatic requirements. The Office of Budget and Planning’s analysis indicates that the reprogramming will not have an adverse impact on the agencies or the District’s financial plan.

**27. Please list each grant or sub-grant received by the agency in FY 23 and FY 24, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.**

Date	Amount	Source	Purpose	Amount Expended
June 9, 2022	\$9,128,804	ARPA subgrant	Energy Efficiency Projects	\$575,035.40

As of February 2024, over \$5.3M have been obligated to project currently in design and \$3.8M of the total award is in planning.

**28. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?**

DCHA’s CFO has commenced a comprehensive review of DCHA’s budget, but accounting to past submissions there are no FTEs dependent on grant funding.

**29. Please list each contract, procurement, and lease entered into or extended by your agency during FY 23 and FY 24, to date. For each contract, please provide the following information where applicable:**

- a. *The name of the contracting party;*
- b. *The nature of the contract, including the end product or service;*





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- c. The dollar amount of the contract, including amount budgeted and amount actually spent;*
- d. The term of the contract;*
- e. Whether the contract was competitively bid;*
- f. The name of the agency's contract monitor and the results of any monitoring activity; and*
- g. The funding source.*

Excluding tenant leases, please see attachments Question 29\_Contracts Registry and Question 29\_Lease Agreements.

***30. If there have been cases where you have been dissatisfied with the procurement process, what have been the major issues?***

Mr. Pettigrew has commenced a comprehensive review of all procurement and contracting processes. Below are some of the preliminary issues that have been identified.

***a. What changes to contracting and procurement policies, practices, or systems would help your agency deliver more reliable, cost-effective, and timely services?***

The Procurement and Contracting Policy has been approved by the DCHA Board. DCHA completed an agency wide FY24 Procurement Planning and completed various procurement training with Procurement staff and Program Offices. The targeted approach addressed the following:

1. Update systems
  - Bonfire E-Procurement will be implemented in FY2024
2. Address broken processes
  - Working with Consultant Team to finalize and implement Procurement standard operating procedures
  - Use the Yardi software system more efficiently to revamp the workflow system between departments
3. Improve inter-department communication
  - Departmental Meetings to engage stakeholders in process
  - Communication and transparency throughout procurement process
  - Utilize the FY24 Procurement Plan to engage departments timely

***31. What is your agency's current adjusted expendable budget for CBE compliance purposes? How much has been spent with SBEs or CBEs? What percent of the agency's current adjusted expendable budget has been spent with SBEs or CBEs?***



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For locally funded contracts, DCHA tracks awards to businesses that include a local District of Columbia address regardless of CBE designation and awards to Registered CBE firms. Based on these criteria, in FY23, DCHA awarded fifteen (15) contracts - 33% of the contracts awarded during the fiscal year - to District businesses for a total of \$32,080,771.

Additionally, DCHA tracks CBE spending on its JOC contracts, and contracted \$23,167,133/35% to registered CBE firms in FY23 and \$38,294,035/58% in FY24 to date.

***32. Please provide the number of FOIA requests that were submitted to your agency in FY 23, and FY 24, to date. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.***

Please refer to DCHA’s Annual Freedom of Information Act Report at <https://www.dchousing.org/api/files/FileLinksExternal/7zhsm4bpilkigunt.pdf>.

***33. Please list the administrative complaints or grievances that the agency received in FY 23 and FY 24, to date, broken down by source. Please describe any changes to agency policies or procedures that have resulted from complaints or grievances that were resolved in FY 23 or FY 24, to date.***

### **Public Housing**

#### *FY23 and FY24 YTD Types of Grievances*

Type of Grievance	FY23	FY24
Maintenance Repairs	4	
Rental Balance and Charges	3	3
Reasonable Accommodations	3	
Transfer	2	1
Personal Property Damage	5	
Safety and Security	0	
<b>Total</b>	<b>17</b>	<b>4</b>

#### *FY23 and FY24 YTD Status of Grievances*

Status	FY23	FY24
Pending informal conference (per complainant’s extension request)		1
Pending hearing (per complainant’s extension request)	5	1
Pending resolution or scheduled		
Settled	3	1



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Closed: no hearing request made after informal settlement conference	3	
Withdrawn	1	
Resolved	4	1
Agency action denied/overtaken	1	
<b>Total</b>	<b>17</b>	<b>4</b>

### HCVP

#### *FY23 and FY24 YTD Types of Grievances*

Type of Grievance	FY23	FY24
Recertification	210	117
HQS-Inspections/Tenant Damages	8	
Rent Calculation	25	9
Criminal Act-Violent/Drug	4	1
HCV/HOAP	3	
Lease/Serious Lease Violation	3	2
Criminal Act-Unauthorized Occupant	1	
Repay/Breach/Hardship		
VAWA Related Voucher Issue		
Utility Allowance	1	
Voucher Size	2	
Reasonable Accommodation	8	
Unassisted HAP	18	1
Combination of Types	7	3

#### *FY23 and FY24 YTD Status of Grievances*

Status	FY32	FY24
Pending resolution or scheduling		23
Scheduled	78	83
Matter was rescinded	30	24
Resolved without hearing	110	2
Non-RFT Agency Action Affirmed		1
RFT Affirmed	8	2
Non-RFT Agency Action Denied		
RFT Denied	2	1
Withdrawn	4	1
<b>Total</b>	<b>232</b>	<b>137</b>



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**34. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to financial liability or will result in a change in agency practices and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success.**

Please see attachment Question 34\_Pending Litigation.

**35. Please list all settlements entered into by the agency and judgments against the agency (or by or against the District on behalf of the agency) in FY 23 or FY 24, to date, and provide the parties' names, the amount of the settlement or judgment, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g., administrative complaint, etc.).**

**DCHA Non-Confidential Settlements\* – FY23-24**

Case Name	Settlement Amount	Settlement Date	Description
N/A	\$ 215.87	7/6/23	Personal Property
N/A	\$4,575.45	11/30/23	Personal Property

*\*Note: these figures do not include landlord-tenant matters involving tenants of DCHA properties and settlements that are confidential by their terms.*

**36. Please list and describe any investigations, audits, or reports on the agency or any employee of the agency that were completed during FY 23 and FY 24, to date.**

FY23 External Audit is currently being prepared for submission to HUD by June 30, 2024.

**FY23 Resident Council Reviews, Audits**

Name	Description
Resident Council Review	Potomac Gardens Family- Expenditure Review
Resident Council Review	Potomac Gardens Senior-Expenditure Review
Resident Council Review	Fort Lincoln-Expenditure Review
Resident Council Review	Green Leaf Extension-Expenditure Review
Resident Council Review	Green Leaf Mid-Rise-Expenditure Review
Resident Council Review	Judiciary House-Expenditure Review
Resident Council Review	Knox Hill-Expenditure Review
Resident Council Review	The Villager-Expenditure Review
Internal Audit	Labor Union Operations and Employee Benefits
Internal Audit	Landlord Final Fail/Inspections Probe
Internal Audit	Personally Identifiable Information



**District of Columbia Housing Authority**

Internal Audit	Program Criminal Background Check Process
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FY23 Internal Investigations

Category	Number
Unauthorized Occupants	14
Subletting	4
Fraud	9
Other	26

Status	Disposition
53- closed	22 substantiated
0	Results are pending
Category	Subcategory
Fraud	1.Unapproved adult on a family composition 2.Forgery 3.Dual subsidy 4.Identity theft 5.Unreported income
Other	1.Nuisance property 2.Misstatements on the voucher application 3.Criminal activity-handguns, drugs 4.Uninhabitable living conditions

***37. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or funded during FY 23 and FY 24, to date. Please submit a digital copy to the Committee of any study, research paper, report, or analysis that is complete.***

In FY23, DCHA completed the following analyses:

- Alan Fox Consulting completed a utility allowance analysis to set the utility allowance schedule that was implemented in summer 2023. Please see attachment Question 37\_Utility Allowance Method and Question 37\_Utility Allowance Schedule.
- CSG Advisors completed a rent impact analysis including payment standards, rent burden, rent reasonableness, and minimum rent. Please see attachment Question 37\_Rent Impact Analysis.
- HCi Advisory Group completed a Housing Choice Voucher Program focused review. Please see attachment Question 37\_HCVP.
- Shopworks Architects completed a Senior Housing Trauma Informed Design Guide to improve programming and design of senior housing rehabilitation projects that serve at-risk populations.

In FY23, DCHA funded the following studies:



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- DCHA hired David Baker Architects and partnered with DHCD to develop Family Friendly Affordable Housing Guidelines to improve the design of family housing in DCHA redevelopments and LIHTC projects.
- Urban Institute as part of DCHA's repositioning strategy is completing a Human Capital and Resident Services Plan that will provide programmatic and funding recommendations for enhancing delivery of social services and case management to residents.

The DC Housing Authority partnered with Department of Human Services and The Lab @ DC to review the voucher process, especially as it relates to Permanent Supportive Housing (PSH) and Targeted Affordable Housing (TAH) voucher allocations serving DCHA and DHS mutual clients. The attached report provides an overview of the engagement, findings and actions taken so far to improve the process for voucher participants.

Final Report – [\*Opportunities to Improve DC's Voucher Process\*](#)

***38. Please list any task forces, committees, advisory boards, or membership organizations in which the agency participates.***

- Council of Large Public Housing Authorities (CLPHA)
- National Association of Housing and Redevelopment Officials (NAHRO)
- Public Housing Authorities Directors Association (PHADA)
- HAI Group – DCHA property insurance.
- Interagency Council on Homelessness (ICH), Executive Committee
- The Coalition for Nonprofit Housing & Economic Development (CNHED)
- Housing Development Law Institute (HDLI)

## AGENCY-SPECIFIC QUESTIONS

***39. Please provide updates on the following initiatives, including any data demonstrating measurable improvements in FY 23 and FY 24 to date and any plans for further improvement in FY 24:***

***a. Collection and tracking of work order requests through Rent Café (see 2023 Performance Oversight pre-hearing response 41b). When should residents expect to be able to access this feature, and will they also have access to work order status updates through Rent Café?***

DCHA has purchased the Rent Café' module of the Yardi software system and full installation and operationalization is expected to be completed in 2024. The Rent Café software will allow public housing residents to input, track, and view the status of work orders on their computers or mobile devices.



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Implementation of this important customer service software will include training of property management and maintenance staff, as well as outreach and training to all residents. Through our Community Engagement and Resident Services department, as well as through the DCHA website, mailings, and other social media, residents on DCHA properties will be notified of the release as well as how to access the work order system. In addition, at each site we will provide training for residents.

***b. Public housing work order quality control protocols including supervisor reviews, contractor meetings, and resident feedback (see 2023 Performance Oversight pre-hearing responses 41g, 41i, 41k).***

During calendar year 2023, work order quality controls were conducted on 10% of the work orders completed. The quality controls are completed by either the Regional Maintenance Supervisor or Foreman onsite. In FY23 DCHA completed 657 quality control inspections for work orders. Of those, 132 did not meet workmanship standards. And as of January 31, 2024 (FY24) DCHA has completed 1,248 quality control inspections and, of those, 53 have not met workmanship standards.

***c. Efforts to hire additional public housing maintenance staff (see 2023 Performance Oversight pre-hearing response 41h). Please note any barriers to hiring and the agency's ideas for overcoming those barriers.***

There is a talent shortage in maintenance across the industry. Since the pandemic, the apartment maintenance industry has been impacted substantially with staffing shortages. This nationwide shortage is partly due to the rise of salaries in the sector, and low unemployment. DCHA continues efforts to hire and train maintenance staff. New efforts to increase staff are to keep the positions' advertisements open continuously without closing them and pulling applications for interviews regularly. The agency conducts internal on-the-job training through the Apprenticeship Training Program (ATP) as well as a collaboration with the Department of Employment Services (DOES). Both training efforts provide maintenance training opportunities in addition to life skills.

DCHA will continue internal efforts to train residents on apartment maintenance to reduce the gap in filling maintenance positions. Additionally, DCHA will continue to examine and expand upon its methods to attract and retain talent.

***d. Public housing lead hazard testing and abatement (see 2023 Performance Oversight pre-hearing response 44b).***

Starting in 2019, DCHA initiated a lead hazard testing and abatement program, which is still an ongoing project at sites throughout the District. As of January 2024, the following properties have been tested for lead hazard and abated as needed:

No	Property Name	Hazard Location	Method
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1	Fort Dupont Addition	Exterior	Interim Controls
2	Carroll Apartments	Common Areas/Exterior/Units	Abatement
3	Claridge Towers	Common Areas/Exterior/Units	Abatement
4	Fort Dupont Addition	Exterior	Interim Controls
5	Garfield Terrace Family	Exterior/Interior	Interim Controls
6	Greenleaf Addition	Exterior/Interior	Interim Controls
7	Greenleaf Extension	Exterior/Interior	Interim Controls
8	Harvard Towers	Exterior/Interior	Abatement
9	Highland Addition	Exterior/Interior	Abatement
10	Horizon House	Exterior/Interior	Abatement
11	James Apartment	Exterior/Interior	Abatement
12	James Creek	Exterior	Abatement
13	Kelly Miller (TH's)	Exterior	Interim Controls
14	Kelly Miller (WU's)	Exterior/Interior	Interim Controls
15	Kenilworth (WU's)	Exterior/Interior	Abatement
16	LeDroit Family (WU's)	Exterior/Interior	Abatement
17	Lincoln Heights (TH's)	Exterior	Interim Controls
18	Lincoln Heights (WU's)	Exterior	Interim Controls
19	Montana (TH's)	Exterior	Abatement
20	Park Morton	Exterior/Interior	Abatement
21	The Villager	Exterior/Interior	Abatement

DCHA has a total of 1,878 units remaining to abate. The project is expected to be completed by the end of 2025.

***e. Reducing the risk of childhood asthma in public housing (see 2023 Performance Oversight pre-hearing response 48). Please include details on the number of households supported through this program in FY 23 and FY 24 to date and estimates of program scope for the remainder of FY 24.***

In FY23 DCHA upgraded or installed kitchen and bath ventilation for 720 households that have a child the age of 7 or under in public housing. In FY24 an additional 1024 occupied units will have kitchen and bath ventilation upgraded or installed.

***f. Increased pest control services for public housing communities (see 2023 Performance Oversight pre-hearing response 49).***

To expand the number of units receiving monthly pest control services, Property Management implemented an emergency contract commencing in January 2024. The vendor provides full-service treatment to all units and common areas whether or not the resident contacted the DCHA for treatment.





## District of Columbia Housing Authority

DCHA has advertised a Request for Proposal (RFP) increase the number of vendors providing pest control services. These additional vendors will augment the internal pest control services that the agency currently has.

***g. Working with the Lab @ DC to improve voucher procedures, including Request for Tenancy Approval forms (see 2023 Performance Oversight pre-hearing response 53e).***

A new LRSP Eligibility application was created by the LAB that will assist our applicants with filling out a less redundant application. The language on the form is simplified so that Housing Authority jargon is lessened so that applicants can quickly provide the information needed for the eligibility process. A Federal Program eligibility application is being worked on as well and once completed, it will be utilized for all Federal Program applicants.

The new form was launched February 1 and staff will be working with The Lab and DHS to track progress.

***h. Improving rent collections, including any efforts to connect residents with assistance in resolving accumulated back rent (see 2023 Performance Oversight pre-hearing response 59).***

DCHA refers families to assistance programs throughout the District. The agency is also entering into repayment agreements with residents to allow them the opportunity to pay the balances over time prior to commencing any lease enforcement efforts.

***i. Working with external management consultants furnished by the District (see 2023 Performance Oversight pre-hearing response 66).***

DCHA leveraged the external management consultants, CSG, furnished by the District to respond to HUD's 2022 Onsite Review, completing some of the following deliverables.

<b>Task 1 - Project Management/Advisory Services</b>
Procurement - Audit
Project Management of Additional Services
Capital Planning - Trainings
Capital Planning - Leading Inspections
Capital Planning - Alternative Invoice System
Trainings
Quality Assurance Plan
Transition Planning
<b>Task 2 - Policy Review, Draft Policies, Workflows and Procedures, Organization Recommendations</b>



## District of Columbia Housing Authority

Policy Updates - outside of HUD report
Procedures - outside of HUD report
<b>Task 3 - Analysis and Data Review</b>
Yardi Meetings, Review and Clean Up Process
<b>Task 4 - Dashboards</b>
Dashboard Operationalization via Integration with Yardi
<b>Task 5 - Waitlist</b>
Execution of Waiting List Plan

Throughout FY2023, DCHA monitored CSG's work in the following ways:

- Chief of Staff and Senior Policy Advisor met with CSG on Monday, Wednesday and Friday mornings to check in on progress, make key decisions and plan for the work ahead;
- Chief of Staff and Senior Policy Advisor had an hour-long Tuesday work session with CSG each week;
- Executive Director and Chief of Staff met each Thursday with CSG to check in on progress, make key decisions and review next steps;
- The Board established an ad hoc committee focused on the HUD report, which periodically joined the Director's Thursday meeting;
- CSG provided a weekly update in writing to the Agency; and
- The Chief of Staff corresponded regularly with the District's Contract Administrator to ensure the Agency is receiving the services the District procured on its behalf.

***j. Publicly posting monthly data “dashboards” with key metrics such as the number of households on DCHA’s housing assistance wait list(s) (see 2023 Performance Oversight pre-hearing response 67).***

In 2023, DCHA and CSG created a series of dashboards and procedures for updating them, including dashboards for occupancy, work orders, waiting list, development, capital, public safety, procurement, Housing Choice Voucher Programs and Finance. Full use of these dashboards was put on hold due to a delay in the procurement of the PowerBI tool to run them. DCHA anticipates this procurement to be completed during FY24.

Concurrently, the agency is providing manually compiled data in its monthly reports to the STAR Board and working on the implementation of the newly approved and acquired Yardi modules, including work order tracking. Intake and compliance will support improved reporting and access to information for both staff and housing assistance recipients. DCHA has been using a third-party software which we will be moving away from. The agency will commence using software that can be fully integrated with the Yardi system that will be fully implemented in FY24.



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***k. Preparing comprehensive financial statements for auditing under the Office of the Inspector General, pursuant to the Housing Authority Financial Reporting Amendment Act of 2023 (subtitle II.O of the FY 2024 Budget Support Act).***

When Mr. Pettigrew commenced working at DCHA, DCHA had not submitted three years of fiscal audits. The FY21 audit was submitted to HUD in January 2024. The FY22 is in progress and will be submitted to HUD in April 2024. The FY23 Audit is expected to be submitted to HUD by June 2024. By June, DCHA will have caught up with three years of dated financial audits.

DCHA's audits are due to HUD by June 30 annually. Upon completion of each audit, it will be provided to Office of the Inspector General. DCHA's Audit & Compliance Director has been communicating with the OIG office on updates of the audits.

***l. Submitting all multiyear contracts and contracts valued over \$1 million for Council approval pursuant to the Home Rule Act, DC Official Code § 1-204.51.***

DCHA has submitted to the DC Council multiyear contracts and contracts valued over \$1M funded with District funds pursuant to the Home Rule Act, DC Official Code. DCHA leadership will work with the Council to ensure timely review of such contracts funded with federal funds so that the review process does not negatively impact services to residents or the modernization of units.

***m. Implementing the Local Rent Supplement Program Eligibility legislation, which (1) prohibits certain screening and information collection practices for the local voucher programs and (2) allows local voucher holders and applicants to self-certify as to eligibility factors, and which has effectively been law since 2021.***

The Housing Choice Voucher Program has adjusted its eligibility and screening criteria to align with the Local Rent Supplement Program Eligibility legislation as enacted.

***n. The redevelopment of 1133 North Capitol Street NE, including the anticipated timeline for delivery of any housing units, the anticipated affordability mix, and the sources of any anticipated housing subsidies.***

- Phase 1 of the mixed-use and mixed-income project (80% market/20% affordable) is scheduled to be delivered in Q4 2024. There will be estimated 435 units with 86 set aside as affordable.
- The current housing program for the site contains a total of approximately 244 affordable units for the three-phased project. Per the lease agreement, all of the affordable units will be below 60% of AMI. However, DCHA has also secured in the lease agreement that at least 50% of the affordable units developed (which would be at least 122 units per current design) would be designated for existing DCHA-referred portable voucher households with incomes between 0-30% of AMI.



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- DCHA funded the affordable component of this project through a portion of its land value.

*o. New community service requirements for housing assistance recipients, including data on actions taken against recipients for failure to comply with these requirements and data on exceptions requested and granted to date.*

In accordance with HUD regulations pertaining to the community service requirement 24 CFR 960 Subpart F (960.600 through 960.609) and DCHA’s adoption of our updated Admissions and Continued Occupancy Plan in April 2023, DCHA commenced implementing . To date, there have been no request from tenants for exceptions to this requirement. As such, DCHA had not taken any adverse actions against families who have not complied with the community service requirements.

**40. Please provide an overview of the status of each finding, observation, and recommendation in the federal Department of Housing and Urban Development’s 2022 assessment report, including, for each concern:**

*a. A summary of any significant activities undertaken to resolve the concern since DCHA released its “Summary of Major Activities to Date” as of January 31, 2023.<sup>1</sup>*

	Total Findings, Recommendations & Observations Closed	Findings Open	Recommendations Open
Public Housing	19	14	
Procurement	8	1	1
HCVF	15	10	
Finance	8		3
RAD	5	5	
Governance	14		
<b>Total</b>	<b>69</b>	<b>30</b>	<b>4</b>

In light of Mr. Pettigrew’s hiring in November 2023, HUD extended the deadline for correcting all findings and recommendations contained in the 2022 Assessment Report to May 31, 2024.

Additionally, DCHA has committed to delivering the following:

- A 2024 comprehensive HCV Leasing Plan
- A 2024 comprehensive Occupancy Action Plan
- Complete overdue financial audits and update to HUD system
- Ensure that every unit currently leased in the HCV programs meets rent reasonableness
- Improve physical conditions at DCHA properties to ensure passing NSPIRE score in 2025

<sup>1</sup> [https://www.dchousing.org/wordpress/wp-content/uploads/2023/02/HUD-Update\\_January-2023\\_FINAL.pdf](https://www.dchousing.org/wordpress/wp-content/uploads/2023/02/HUD-Update_January-2023_FINAL.pdf).



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***b. A summary of any significant activities that DCHA intends to undertake in FY 24 to further address the concern.***

- 2024 action plan for the HCV program has been submitted and we are awaiting a HUD review
- A preliminary ACOP for the public housing program has been submitted for HUD review
- DCHA has completed and submitted financial audits for FY2021 and will be submitting the completed audits for FY 2022 in April 2024 and FY 2023 audit by June 30, 2024; allowing DCHA to be current with its financial reporting requirements
- DCHA has contracted with a nationally recognized firm to improve the practices and performance of the HCV program; DCHA continues to test the effectiveness of the software implemented in 2023 calculating rent reasonableness; and we will continue to evaluate progress and refine processes utilizing a matrix tracking system
- DCHA will expand the number of contractors to address vacant unit turnaround, restructure the modernization program, and create a predictable development pipeline so that we can project when all the properties will receive capital improvements or comprehensive modernization.
- In May 2024 DCHA will submit for HUD review a comprehensive Recovery Plan whose goal is to institutionalize systemic changes throughout DCHA.

***c. Whether HUD has indicated that the concern is resolved, and if not, any expectations that HUD has communicated regarding when and under what circumstances they will deem it closed.***

- As stated above, DCHA continues to meet the HUD-imposed deadlines with the goal of addressing all findings and recommendations by May 31, 2024.
- HUD is currently reviewing the most recent submission and we have not received any additional information.
- Since Mr. Pettigrew commenced as DCHA Executive Director on November 1, 2023, together with consultants, he has been undertaking a comprehensive review and assessment of all DCHA functions. The goal is to submit by May 31, 2024 a comprehensive three-year Recovery Plan. The goal of this plan is to return DCHA to excellence and setting a firm foundation so that the agency does not return to its current state.

***41. Please provide copies of all audit reports that the Office of Audit and Compliance issued to the Executive Director or Stabilization and Reform Board in FY 23 and FY 24 to date, and summarize any corrective actions that DCHA has implemented to date or plans to implement in response to each.***

See attachment Question 41\_OAC CAP Tracking Log.

***42. Please describe any updates to regulations and other written policies that DCHA anticipates undertaking in FY 24. As part of this update:***



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***a. Please include a detailed timeline for continuing to update the public housing program Admissions and Continued Occupancy Plan and the voucher program Administrative Plan, including any plans to engage further with local residents, housing law experts, and homeless services providers.***

DCHA will be updating its public housing program Admissions and Continued Occupancy Plan and the voucher program Administrative Plan in preparation to implement the HOTMA and NSPIRE regulations discussed in question 5. The detailed timeline is in progress.

***b. Please describe DCHA's plan to ensure that policies and regulations, including the Administrative Plan and Admissions and Continued Occupancy Plan, are fully consistent with local statutes.***

Keith Pettigrew hired as DCHA's general counsel a private attorney who has extensive experience with drafting policies and regulations associated with the Administrative Plan and the Admissions and Continued Occupancy Plan. The Administrative Plan and Admissions and Continued Occupancy Plan are developed and updated based on federal mandates from the U.S. Department of Housing and Urban Development, the federal agency that provides oversight of public housing authorities. In an area that does not require federal preemption, DCHA has incorporated local statutes and regulations in both major policy documents. In addition, when there is not a federal requirement, the local requirements are adopted as DCHA policy. The new general counsel has worked in the District for many years and is committed to ensuring that DCHA's policies and regulations comply with local requirements. She will accomplish this through close oversight and with the assistance of external and internal counsel who are practitioners in the public housing industry with decades of experience in coordinating federal and local legal issues.

***c. Please describe any plans to provide more key policies and guidance documents in languages commonly spoken in the District (see 2023 Performance Oversight pre-hearing response 65).***

DCHA will continue to translate its vital documents into Spanish, which is the primary foreign language of customers in our portfolio. Consistent with District law, DCHA will translate all customer-facing vital documents into 5 languages (Amharic, Korean, Chinese, Vietnamese, and French) commonly spoken in the District. Each document will be accessible upon request and from the Agency's website under the Language Access icon no later than July 2024.

Additionally, DCHA has developed a "language access portal" where customers are able to "request a document translation" from the Agency's website. This easy-to-use, self-guided tool allows customers to quickly obtain the documents, applications, or report(s) they are seeking in their native language.



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Last, the DCHA has finalized the new Language Access training deck and the new Language Access SOP's. Language Access refresher training will begin in March 2024 for all customer-facing staff.

***d. Please note any federally required policy reviews and updates.***

During FY2024, DCHA will update its public housing program Admissions and Continued Occupancy Plan (ACOP), voucher program Administrative Plan, and ensure that these federally required program documents are consistent with local regulations. Specifically, the ACOP and Administrative Plan will be updated to implement the federally required HOTMA and NSPIRE regulations discussed in question 5.

NSPIRE is a new property inspection program rolled out by HUD to replace the previous REAC inspection and scoring system. Since this is a newly issued program DCHA will train and obtain certification for property management staff in the NSPIRE program. DCHA currently has one NSPIRE-certified staff member, and the agency is waiting for the certification program to be re-activated by HUD so others can be certified.

***43. Please provide a complete list of public housing properties, including the data points listed below for each property.<sup>2</sup> Please specify the date for which the information provided is accurate. To the extent possible, please include data on mixed-finance communities in addition to traditional public housing communities.***

***a. Name, address, and ward of each site.***

See attachment Question 43\_DCHA Properties.

***b. Year each site was built.***

See attachment Question 43\_DCHA Properties.

***c. Year each site last received a substantial renovation.***

See attachment Question 43\_DCHA Properties.

***d. Number of residents, with demographic information including race/ethnicity, gender, age category (minor, adult, senior), and disability, at each site.***

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<sup>2</sup> In response to a similar prehearing question last year, DCHA disclosed some of the requested details broken down by public housing community, but provided other details aggregated across the portfolio. In your response to this question, please disaggregate by site to the extent possible. A unified spreadsheet covering the public housing portfolio would be ideal. To the extent disaggregating by site is not possible, please explain.



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Please see attachment Question 43d\_Demographics for data pertaining DCHA managed properties. The below table provides information for all Public Housing leased families obtained from HUD database:

PH Leased Demographic Information			
Sex		Disabled	
Female	3402	No	3004
Male	1417	Yes	1816
Race		Ethnicity	
White	92	Hispanic	128
Black/African American	4671	Non-Hispanic	4688
Indian/Alaskan	16	No Answer	5
Asian	42		

***e. Unit counts for each site, broken down by number of bedrooms.***

See attachment Question 43\_DCHA Properties.

***f. Number of occupied units at each site.***

See attachment Question 43\_DCHA Properties.

***g. Number of units at each site approved for vacancy by HUD, broken down by category (administrative use, demolition, etc.).***

See attachment Question 43\_DCHA Properties.

***h. Estimated number of additional units at each site for which DCHA has requested or anticipates requesting HUD vacancy approval in FY 24.***

See attachment Question 43\_DCHA Properties. 5,469 of the 8,026 total universe units are occupied. DCHA has 658 HUD approved offline units with an additional 78 pending offline submission for either undergoing modernization or removal from inventory.

***i. Numbers of vacant and occupied units compliant with the Uniform Federal Accessibility Standards or an equivalent or stricter standard set such as the 2010 Americans with Disabilities Act Standards (UFAS) at each site.***

See attachment Question 43\_DCHA Properties. The number of UFAS units in inventory for DCHA Public Housing is 529 and of those 357 units are leased.

***j. Number of vacant units without HUD approval at each site, broken down by duration of vacancy and anticipated time until ready for move-in.***





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DCHA has moved identifying units into categories for units make ready either “Low”, “Medium” and High” and based on the level of the turn it will define the timeframe and responsible party for turn. See attached Question 43r\_Vacancy Days.

***k. Number of units at each site that have NOT received an inspection as part of the Urgent Needs Campaign.***

There are 447 units that require reinspection as of February 2024. Below is the summary of units and locations:

<b>Urgent Needs Campaign Remaining Units Need Re-Inspections</b>	
<b>Property Name</b>	<b>Unit Count</b>
Knox Hill	5
Highland Addition	16
Elvans Road	8
Syphax Gardens	57
Kelly Miller	36
Ledroit	28
Metro Towns	10
Kenilworth Courts	81
Fort Dupont Dwellings	53
Fort Dupont Additions	12
Stoddert Terrace	70
Langston Addition/Langston Terrace	71
<b>Total Units Need Inspections</b>	<b>447</b>
<i>** as of February 2024</i>	

***l. Statistics on Urgent Needs Campaign inspection findings at each site.***

The urgent need campaign began February 2023 with inspections of occupied units to determine the condition of units. Mr. Pettigrew continues to visit public housing sites and has stated that he considers all vacancies as in need of urgent attention. As of February 2024, there are 3496 units that required repairs; 1067 units which had emergency work orders that need to be addressed; and 209 units where pest control is required. For full details see attachment Question 43l\_Urgent Needs Statistics.

***m. Number of units at each site with confirmed ongoing water leaks, pest infestations, or mold infestations.***

DCHA had a total of 8,310 work orders related to pest infestations (see attachment Question 43m\_Pest Infestation. There have been 330 confirmed mold instances for units (see attachment



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Question 43m\_Mold Instances). And there have been 1,128 work orders related to water leaks (see attachment Question 43m\_Water Leaks).

***n. Number of work orders completed at each site in FY 23 and FY 24 to date, by category.***

See attachment Question 43n\_Completed Work Orders.

***o. A report on open work orders at each site, including data on general issue types, prioritization levels, and length of time open as of the date of your response.***

As of February 2024, there are 15,190 open work orders. For the detailed report, see attachment Question 43o\_Open Work Orders.

***p. Number of instances at each site of units being inspected for mold by licensed assessors in FY 23 and FY 24, to date.***

DCHA contacted a licensed mold assessor to review 196 units between FY23 (163) and FY24 (33). See attachment Question 43p\_Mold Assessors.

***q. Number of instances at each site of units being professionally remediated for mold in FY 23 and FY 24, to date.***

DCHA professionally remediated 105 units between FY23(89) and FY24(16). See attachment Question 43q\_List of Professionally Remediated.

***r. A report of vacant units at each site on which DCHA completed significant rehabilitation work in FY 23 and FY 24, to date, including amount spent, contractor(s) primarily responsible, number of units that received work, and number of units that DCHA deemed habitable as a result of the work.***

DCHA rehabilitated 938 units in FY23 and FY24 to date. For details, see attachments 43r\_Unit Rehabs Completed and 43r\_Active Projects.

***s. An estimate of the number of full-time-equivalent maintenance and repair personnel currently staffed at each site, including information on how many FTEs are DCHA employees and how many are contractors.***

DCHA has 215 maintenance staff that address the maintenance and operations of the portfolio. The positions include onsite maintenance, boiler operations and skilled tradesmen. In addition, DCHA utilizes the Apprentice Training Program to train on maintenance activities; currently there are 27 individuals participating in the 12-month program.



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*t. A report on households that moved out from each site in FY 22 and FY 23, to date, including reasons for moving out (e.g. eviction for nonpayment, mandatory relocation due to unit condition, voluntary move) and demographic information including race/ethnicity, gender, and age category (minor, adult, senior) if available.*

DCHA had a total of 486 move-outs for FY 22 and another 525 move-outs for FY23. For the detailed report, see attachments Question 43t\_FY22 Move Out Report and Question 43t\_FY23 Move Out Report.

The table below summarizes the reasons move-outs.

<b>Move-Out Reasons</b>	<b>FY22</b>	<b>FY23</b>
Court Agreement	2	0
Death	164	151
Eviction - Abandoned	0	7
Eviction - Fightback	1	1
Eviction - NPR	2	2
Eviction Other Charges	0	1
Eviction - Recertification	1	0
HCVP Other	7	1
HCVP Voucher	9	4
LRSP Housing	0	1
Move in was in Error	0	2
New Community	45	6
Nursing Home	9	22
Please Select Reason	16	11
Purchased Locally	2	1
Redevelopment	11	1
Rented Locally	59	64
Rented Out of State	7	10
Termination	1	0
Transfer	149	240
Transfer Public Safety	1	0
<b>Total</b>	<b>486</b>	<b>525</b>

**44. Please provide an accounting of how and when DCHA made use of Council-approved funds, including rollover LRSP funds, on public housing repair and maintenance in FY 23 and FY 24 to date. Please specify the original allocation year supporting each use.**

See attachment Question 22\_District Funded Capital Projects.

**45. Please provide an update on DCHA’s housing assistance wait list(s), including the details listed below. Please specify the date as of which the information provided is accurate. To the**



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*extent possible, please include demographic data such as race/ethnicity, gender, age category (minor, adult, senior), and disability.*

In FY 2023, the following were the demographics of the Waiting List. A more recent review has not been compiled.

<b>Demographics</b>	<b>Public Housing</b>	<b>Housing Choice Voucher</b>
<b>Gender</b>		
Female	2,266	21,839
Male	773	9,675
<b>Disabled?</b>		
Disabled	312	3,311
Non-Disabled	2,757	10,369
Not Identified	30	18,335
<b>Race</b>		
Race		
American Indian	7	47
Asian	5	118
Black/African American	2,930	29,277
Pacific Islander	18	172
White	30	712
Not Identified	49	1,641
<b>Age</b>		
18-29	22	171
30-49	1,683	16,227
50-64	898	8,360
65 and older	426	7,183
Not Identified	10	

*a. Number of families on the waiting list as of report date who indicated interest in each assistance program (public housing, voucher, etc.), and total number of waiting list households.*

Currently, the Public Housing program has a total of 4846 applicants on the waiting list in various stages of eligibility for the program for the Public Housing Program.

<b>Waiting List Demographics</b>	<b>Count</b>
<b>Totals by Waiting List</b>	
Public Housing	4,846
Mod Rehab	22,985
Voucher	40,570
<b>Grand Total</b>	<b>68,401</b>



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Race	Count
Public Housing	<b>4,846</b>
American Indian	12
Asian	7
Black	4,681
Multiple	2
Pacific Islander	30
White	45
Not Identified	69
<b>Mod Rehab</b>	<b>22,985</b>
American Indian	36
Asian	81
Black	21,388
Multiple	32
Pacific Islander	99
White	443
Not Identified	906
<b>Voucher</b>	<b>40,570</b>
American Indian	62
Asian	149
Black	37,577
Multiple	52
Pacific Islander	183
White	850
Not Identified	1,697
<b>Grand Total</b>	<b>68,401</b>

Disabled	Count
<b>Public Housing</b>	<b>4,846</b>
No	4,290
Yes	525
Not Identified	31
<b>Mod Rehab</b>	<b>22,985</b>
No	8,263
Yes	3,558
Not Identified	11,164
<b>Voucher</b>	<b>40,570</b>
No	14,328
Yes	5,249
Not Identified	20,993
<b>Grand Total</b>	<b>68,401</b>



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Gender	Count
Public Housing	<b>4,846</b>
Female	3,705
Male	1,139
Not Identified	2
Mod Rehab	<b>22,985</b>
Female	15,052
Male	7,630
Not Identified	303
Voucher	<b>40,570</b>
Female	28,471
Male	11,567
Not Identified	532
<b>Grand Total</b>	<b>68,401</b>

***b. Number of families from the waiting list invited to apply for public housing units in FY 23 and FY 24, to date.***

The waiting list for the Public Housing program has been closed since 2013. In FY23 DCHA held in person eligibility appointments for families on the waiting list. DCHA scheduled appointments for a total of 22,112 families

Of those 22,112 applicants that were scheduled, DCHA determined eligibility for Public Housing. In FY23, DCHA leased 309 new families to Public Housing units. In FY24, DCHA has leased 106 units to date. There are an additional 1,754 eligible applicants pending available unit offers.

***c. Number of families removed from the waiting list in FY 23 and FY 24, to date, broken down by justification and by which form(s) of housing assistance the households had requested.***

The Public Housing program removed a total of 22,112 applicants from the waiting for return mail. DCHA schedules appointments with those who responded on an ongoing basis. If letters were returned without a forwarding address applicant name was removed from the list. If they contacted DCHA about their status, we scheduled eligibility appointments.

Voucher Initiative – There were 7,552\* applicants pulled from the waiting list for federal vouchers. The outreach began in FY23 and has continued into FY24. To date, there are 5,238 being removed from the waiting list for denials (undeliverable, unresponsive, incomplete documentation and ineligible).

\*NOTE: DCHA stopped taking new applications on the waiting list in 2013. There are ongoing efforts to encourage applicants to update their information on the waiting list. In 2023, as part of the update to DCHA’s Administrative Plan, the Housing Choice Voucher Program waiting list preference structure was updated to only select based on date/time of application. The



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applicants pulled from the waiting list as part of this effort were based on original date/time of application, with oldest application dates going back to the late 1990s and early 2000s.

***d. Number of families from the waiting list placed in public housing units in FY 23 and FY 24, to date.***

As of September 30, 2023, DCHA leased 309 new families from the Public Housing waiting list for FY23. There have been 106 new admissions as of February for FY24.

For newly leased units, see attachment Question 45d\_New Admissions FY23-FY24.

***e. For families placed in public housing units off the waiting list in FY 23 and FY 24, to date, mean and median time from waiting list placement to move-in.***

The average length of time to for an applicant on the waiting list to lease in the Public Housing program in FY23 was 14.2 years mean and 13.6 years median. As of January 2024 (FY24) the timeframe has been reduced to 7.78 years mean and 11 years median.

***f. A detailed summary of efforts to reestablish contact with longstanding waiting list participants.***

The agency began more aggressive outreach efforts in early 2022 to schedule eligibility appointments for applicants. At that time, 400 applicants were contacted concurrently. In 2022, DCHA only sent letters, which yielded a low response rate.

In May 2023 DCHA contacted applicants by conducting mass eligibility appointments at the MLK Library. Outreach efforts included mailing appointment letters, text messages to the last phone number on file and posting information on Facebook. Over 20,000 applicants were contacted.

The applicants were scheduled for several appointments and if they failed to attend the final appointment on May 2023 because of return mail, DCHA removed those applicants. If the applicant contacted DCHA, we scheduled the eligibility appointment (reinstated their application).

The Housing Choice Voucher Program also began outreach to applicants on the voucher waiting list in order to determine their interest and eligibility for a federal voucher. Applicants were contacted by mail based on the last known address on file. DCHA provided updates and alerts through partner agencies and other public forums in an effort to reach anyone who may not have updated their information on the waiting list. In 2023, over 7,500 applicants were contacted and provided with opportunities to submit their applications via mail, in person or electronically.

In 2024, the HCVP team will increase their outreach to applicants on the waiting list and also expand opportunities for applicants to connect with DCHA to update their information and



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process applications. DCHA plans to reach out to all applicants on the Voucher waiting list in 2024 and provide additional ways and places for applicants to connect with DCHA.

***g. An anticipated timeline for opening site-specific public housing waiting lists.***

DCHA anticipates opening the Public Housing site-based waiting list in second Quarter CY24. Announcements will be made regarding when the list will open.

***h. An anticipated timeline for opening the voucher waiting list (or lists, if the estimate differs by program).***

DCHA is planning to increase outreach to applicants on the waiting list, estimating outreach to approximately 6,000 applicants per month beginning in Q2 2024. DCHA team, including external vendor will continue to conduct outreach until the existing HCV waiting list is exhausted. In anticipation of reaching all who are on the existing list, DCHA anticipates re-opening the HCV waiting list in 2024 in conjunction with the re-opening of the public housing waiting list.

***46. Some households live in public housing but are still on the waiting list because they are also interested in becoming voucher holders. If they have unpaid public housing rent balances when they reach the top of the waiting list for vouchers, they will be disqualified from voucher support. Given the well documented and pervasive deficiencies in DC's public housing, some of the households in this predicament may be living in unacceptable conditions. What is DCHA's approach to evaluating these cases and making sure that residents on the voucher waiting list who may be living in legally uninhabitable or poor condition units are not unfairly punished with voucher denials?***

DCHA works with tenants to address conditions that prevent the head of household from paying rent. Some of the processes used by DCHA include, but are not limited to: setting up payment agreements where the current rent plus a small portion of the back rent are paid, referring families to nonprofits that provide rental assistance for special circumstances, and making other referrals through our resident services department to address the underlying conditions impacting the ability to pay rent timely. DCHA staff address all issues on a case-by-case basis.

In cases where units are required to be modernized, primarily due to system failures, property management staff work with residents to relocate them to a recently modernized unit or provide residents temporary relocation with a right to return to their site. To reiterate, DCHA treats each case individually and now in this post-Covid period, property management staff will have greater interaction with residents.

***47. Please provide the following data for public housing and for voucher programs. Please specify the date as of which the information provided is accurate.***





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*a. Households that requested reasonable accommodations in FY 22 and FY 23, to date, with each household’s general basis for requesting accommodations, outcome (denied, approved, or approved with modification).*

<b>Outcome</b>	<b>FY22</b>	<b>FY23</b>	<b>FY24 to date</b>
Approved	86	85	4
Approved in part	5	4	0
Denied	9	6	0
Admin Withdrawn/Closed	24	14	1
<b>Total</b>	<b>124</b>	<b>109</b>	<b>5</b>

The basis for reasonable accommodation requests is unique to each applicant.

*b. A report on how many households were approved for transfers to other units for any reason (not limited to reasonable accommodations) in FY 23 and FY 24, to date, broken down by the basis for transfer and how long households waited from approval to move.*

DCHA transferred a total of 246 families in FY23 and thus far in FY24 there have been 74 transfers. The majority of the transfers for both periods are Environmental/Health and Safety and ADA reasons.

For details, see attachment Question 47b\_Transfers.

**48. Please provide:**

*a. DCHA’s current policy on or approach to updating public housing units to UFAS compliance, and any metrics demonstrating achievement in this area in FY 23 and FY 24 to date.*

To date, DCHA has converted over 6% of its portfolio (over 600 units) to comply with UFAS accessibility requirements. In all redeveloped properties, DCHA has ensured that no less than 5% of all affordable units meet UFAS requirements.

*b. DCHA’s current policy on or approach to maximizing the occupation of UFAS-compliant units by individuals with mobility-related disabilities, and any metrics demonstrating achievement in this area in FY 23 and FY 24 to date.*

To maximize the occupancy of UFAS-compliant units with families who require the unit, DCHA reviews the transfer list for internal transfers that require the UFAS unit. If there are no applicants that requires a UFAS compliant unit, DCHA offers the unit to another family without the need until another family requiring a UFAS unit is identified. At that time, DCHA issues a mandatory transfer to the unit occupants and pays for the relocation cost of moving the family to standard unit without accessible features.



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	<b># of Families Offered</b>	<b># of Offers Issued</b>	<b># Housed</b>
FY23	148	208	8
FY24	89	120	11

**49. Please provide each of the details listed below for the Housing Choice Voucher Program (HCVP) and the Local Rent Supplement Program (LRSP). Where separate data are available for federally and locally funded vouchers, please provide both data sets. Where applicable, please specify the date as of which the information provided is accurate.**

**a. The numbers of households for which new vouchers and transfer vouchers were issued in FY 23 and FY 24 to date, broken down by month and voucher type (e.g. tenant-based, project-based).**

<b>Federal Tenant-Based Vouchers Issued</b>					<b>Local Tenant-Based Vouchers Issued</b>				
	<b>FY2023</b>		<b>FY2024</b>			<b>FY2023</b>		<b>FY2024</b>	
	<b>New</b>	<b>Transfers</b>	<b>New</b>	<b>Transfers</b>		<b>New</b>	<b>Transfers</b>	<b>New</b>	<b>Transfers</b>
October	21	152	41	204	October	63	77	125	104
November	27	197	51	132	November	89	114	74	97
December	26	136	112	100	December	48	76	91	74
January	53	165			January	28	134		
February	28	210			February	51	127		
March	17	271			March	36	140		
April	12	255			April	44	156		
May	8	303			May	32	148		
June	28	258			June	67	158		
July	15	181			July	122	69		
August	18	224			August	193	117		



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September	33	211		
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September	110	95		
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Project-based units are not issued vouchers to transfers. Subsidy is tied to the unit and not the household.

*b. The numbers of households that were housed with vouchers in FY 17, FY 20, and FY 23, broken down by ward and voucher type.<sup>3</sup>*

Population Served by Ward for FY2023					
Ward	Tenant-based Vouchers		Unit-Based (Project/Sponsor/MOD) Subsidy		Shallow Subsidy
	Local	Federal	Local	Federal	Local
1	535	670	215	251	2
2	190	385	135	53	5
3	511	316	12	125	3
4	572	691	308	129	10
5	744	1441	230	266	13
6	840	1333	192	203	16
7	1167	2205	494	797	19
8	1161	2448	269	751	30
<b>Total</b>	<b>5720</b>	<b>9489</b>	<b>1855</b>	<b>2575</b>	<b>98</b>

Population Served by Ward for FY2020					
Ward	Tenant-based Vouchers		Unit-Based (Project/Sponsor/MOD) Subsidy		Shallow Subsidy
	Local	Federal	Local	Federal	Local
1		543	197	196	0
2		179	50	0	1
3		279	12	1	1
4		712	209	53	4
5		1546	160	152	5
6		1607	154	126	2
7		2307	344	617	6
8		3078	177	536	9

<sup>3</sup> This question seeks to elucidate how the distribution of housing assistance across the District has changed over time. The Committee’s understanding from discussions with local housing service providers is that data may be readily available for the specified fiscal years and not for others based on DCHA record-keeping practices. If this is incorrect, please contact the Committee to discuss alternative methods for examining how distribution of vouchers has changed over time.



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<b>Total</b>	<b>0</b>	<b>10251</b>	<b>1303</b>	<b>1681</b>	<b>28</b>
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Data from 2017 is unavailable due to conversion to new system in 2019.

*c. The numbers of households currently housed with vouchers, broken down by ward and voucher type, with demographic information including race/ethnicity, gender, income category, and age category (minor, adult, senior) if available.*

<b>Population Served by Ward for FY2024</b>					
<b>Ward</b>	<b>Tenant-based Vouchers</b>		<b>Unit-Based (Project/Sponsor/MOD) Subsidy</b>		<b>Shallow Subsidy</b>
	<b>Local</b>	<b>Federal</b>	<b>Local</b>	<b>Federal</b>	<b>Local</b>
1	577	659	221	255	3
2	211	381	145	54	5
3	539	337	13	237	3
4	612	721	331	133	11
5	830	1466	233	275	13
6	946	1419	199	214	16
7	1280	2224	506	822	19
8	1255	2415	279	766	31
<b>Total</b>	<b>6250</b>	<b>9622</b>	<b>1927</b>	<b>2756</b>	<b>101</b>

<b>Percentage of Population Served in Program</b>		
<b>Population</b>	<b>Federal</b>	<b>Local</b>
<b>Race/Ethnicity</b>		
<b>Hispanic/Latino</b>	4%	4%
<b>Non-Hispanic/Latino</b>	96%	96%
<b>Gender</b>		
<b>Male</b>	24%	35%
<b>Female</b>	76%	65%
<b>Income</b>		
<b>Very Low Income (50% AMI)</b>	14%	93%
<b>Extremely Low Income</b>	80%	6%
<b>Low Income (80% AMI)</b>	5%	1%
<b>Over 80% AMI</b>	1%	0%
<b>Age</b>		
<b>Seniors</b>	39%	33%
<b>Adults</b>	61%	67%



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<b>Minors</b>	29%	36%
<b>Disability</b>		
<b>Disabled</b>	36%	32%

*d. How many households were terminated from the program in FY 23 and FY 24, to date. Please include a breakdown by reason for termination.*

<b>Terminations</b>	<b>FY23 Local</b>	<b>FY24 Local</b>	<b>FY23 Federal</b>	<b>FY24 Federal</b>
Criminal	2	0	1	0
Eviction	0	0	5	1
Failure to Recertify (FTR)	3	4	121	31
Fraud	0	0	1	1
Homeownership Program violations (HOAP)	0	0	7	1
Housing Quality Standard (HQS)	0	0	0	0
Other (deceased, voluntary, nursing home, etc)	101	28	244	43
Zero HAP (Housing Assistance Payment)	0	0	3	2
Unauthorized Occupants	0	0	0	0
Vacated unit	9	0	38	15
<b>Total</b>	<b>115</b>	<b>32</b>	<b>420</b>	<b>94</b>

	<b>FY 23</b>	<b>FY24</b>
<b>HCV Program Total</b>	535	126

*e. A report on households recommended for termination in FY 23 and FY 24, to date, with each household's reason for proposed termination, whether an administrative hearing was requested, whether a family obligation briefing was requested, whether any*



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*hearing findings were appealed, the outcome of any such appeals, and whether termination actually occurred.*

<b>Reason For Request for Termination (RFT)</b>	<b>FY23</b>	<b>FY24</b>
Criminal	15	14
Eviction	6	5
Failure to Recertify (FTR)	1300	605
Fraud	2	0
Homeownership Program violations (HOAP)	3	2
Housing Quality Standard (HQS)	135	42
Other	3	0
Zero HAP (Housing Assistance Payment)	0	0
Unauthorized Occupants		0
Vacated unit	0	0
<b>Total</b>	<b>1464</b>	<b>668</b>

<b>Actions</b>	<b>FY23</b>	<b>FY24</b>
Hearings requested	176	60
Family obligation	6	0
Terminated	171	25

*f. An update on distribution of vouchers allocated for returning citizens, LGBTQ residents, and senior citizens, as specified in the FY 23 and FY 24 budgets.*

<b>Voucher Awarded</b>			
<b>Fiscal Year</b>	<b>Returning Citizens</b>	<b>LGBTQ Residents</b>	<b>Senior Citizens</b>
<b>2023</b>	23	20	0
<b>2024</b>	20	0	0
<b>Total</b>	<b>43</b>	<b>20</b>	<b>0</b>



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Voucher Status			
Status/Population	Awarded (Combined)	Housed	Remaining
Returning Citizens	43	10	33
LGBTQ Residents	20	4	16
<b>Total</b>	<b>63</b>	<b>14</b>	<b>49</b>

50. For each ward, please list the number of project- and sponsor-based LRSP units as of the end of FY 22, the numbers added in FY 23 and FY 24 to date, the numbers removed in FY 23 and FY 24 to date, if applicable, and the number currently in development. In addition, please provide a list of sites with new project- and sponsor-based units in FY 23 and FY 24 to date, with each site's ward and number of subsidized units.

Ward	Awarded	Reserved	Committed	Under Construction	Online	Total Units by Ward
1	0	7	0	84	322	413
2	0	0	0	0	175	175
3	0	0	0	26	0	26
4	0	6	0	65	371	442
5	0	21	64	75	173	333
6	0	80	0	119	290	489
7	0	25	0	65	403	493
8	0	45	0	242	251	538
Various	0	0	0	0	363	363
<b>TOTAL</b>	<b>0</b>	<b>184</b>	<b>64</b>	<b>676</b>	<b>2,348</b>	<b>3,272</b>

Project Name	Project Status	Ward	Estimated FY Online
Carl F. West Estates	ALTSC	1	FY24
1445 Spring Road NW	ALTSC	4	FY24
Mary's House	ALTSC	7	FY24
Hanover Courts Apartments	ALTSC	8	FY24
Villages - East of the River (VRE) Apts (Additional Rehab)	ALTSC	8	FY24
Faircliff Plaza East Apts	ALTSC	1	FY24
SOME - 1515 North Capitol	ALTSC	5	FY24
Kenilworth Phase I	ALTSC	7	FY24
505 Jefferson Street Apts	ALTSC	4	FY24



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The Clara Apts	ALTSC	8	FY24
MDXL Flats Apts	ALTSC	6	FY24
Park Southern	ALTSC	8	FY24
H.R. Crawford Gardens	ALTSC	7	FY24
Worthington Woods Apts	ALTSC	8	FY24
Alabama Avenue Apartments	ALTSC	8	FY24
Belmont Crossing (Phase 1A) - Construction	ALTSC	8	FY24
3450 Eads St. NE	ALTSC	7	FY24
EucKal Apts	ALTSC	1	FY24
Ridgecrest Apartments	ALTSC	8	FY25
Benning Road Apts	ALTSC	6	FY25
7428 Georgia Avenue Apts	ALTSC	4	FY25
Terrace Manor Apts	ALTSC	8	FY25
Ontario KEB	ALTSC	1	FY25
Lisner Independent Affordable	ALTSC	3	FY25
Dix Street Residences	ALTSC	7	FY25
Northwest One - Phase II	ALTSC	6	FY25
Fort Totten Senior	ALTSC	4	FY25

Project Name	Project Status	Ward	LRSP Units	FY Online
Community Connections - Scattered Sites	LTSC	various	55	FY07
SOME - Barnaby House	LTSC	8	10	FY07
Careco	LTSC	8	8	FY08
Careco	LTSC	4	4	FY08
Community of Hope - Scattered Sites	LTSC	various	11	FY08
Jubilee - The Fuller	LTSC	1	7	FY08
Jubilee - The Marietta	LTSC	1	9	FY08
Pathways to Housing - Scattered Sites	LTSC	various	30	FY08
SOME - Zagami House	LTSC	8	12	FY08
The Residences at Georgia Ave	LTSC	4	14	FY09
Green Door - Scattered Sites	LTSC	various	23	FY09
Jubilee - Ontario Court	LTSC	1	13	FY09
Madison Saints Paradise South	LTSC	2	12	FY09





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Pathways to Housing - Scattered Sites	LTSC	various	150	FY09
Jubilee - The Mozart	LTSC	1	14	FY10
Jubilee - The Ritz	LTSC	1	18	FY10
SOME- Gasner House	LTSC	7	48	FY10
THC Fort View - Ft Stevens	LTSC	4	18	FY10
Quest Cooperative	LTSC	1	8	FY10
Community Connections - Various Properties	LTSC	various	94	FY10
United Planning Org Montello Ave	LTSC	5	3	FY10
Webster Gardens	LTSC	4	16	FY10
Jubilee - The Eculid	LTSC	1	35	FY11
Jubilee - The Sorrento	LTSC	1	17	FY11
SOME -Chabraja House	LTSC	1	51	FY11
Hyacinth Place	LTSC	5	15	FY12
Marian Russell Coop	LTSC	6	6	FY12
New Beginnings Coop	LTSC	1	15	FY12
SOME Keuhner House	LTSC	8	42	FY12
SOME - Bedford Falls	LTSC	7	76	FY12
Bethune House	LTSC	7	9	FY12
The Severna I	LTSC	6	30	FY12
Twinning Terrace	LTSC	7	3	FY12
SOME Chesapeake St	LTSC	8	22	FY12
United Planning Org Sherrif Rd	LTSC	7	2	FY12
Building 25 Unity/Mi Casa/Mercy	LTSC	4	15	FY14
Open Arms - 57 O St NW	LTSC	5	16	FY14
Open Arms - Owen House	LTSC	5	4	FY15
E&G	LTSC	5	20	FY16
Miriam's House	LTSC	1	20	FY16
Partner Arms I	LTSC	4	14	FY16
Phillis Wheatley	LTSC	2	76	FY16
Weinberg Commons	LTSC	7	12	FY16
Girard Street Community Partners	LTSC	1	25	FY16
N Street Village & Eden House (Scattered Sites)	LTSC	2	37	FY17
West End - Square 50	LTSC	2	3	FY17



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North Capitol Commons	LTSC	6	17	FY17
SOME Benning Road - The Conway Center	LTSC	7	142	FY18
WC Smith -Archer Park	LTSC	8	10	FY18
Langdon Apartments	LTSC	5	5	FY18
Maycroft/Jubilee Redevelopment Project	LTSC	1	41	FY19
The Beacon Center	LTSC	4	8	FY19
Plaza West - Grandfamilies	LTSC	6	11	FY19
Sarah's Circle	LTSC	1	49	FY19
SOME's Walter Reed Building 17 Project	LTSC	4	36	FY19
FT Stevens Place Apartments	LTSC	4	7	FY19
Partner Arms II-THC	LTSC	4	12	FY19
South Capitol Multifamily Building	LTSC	8	40	FY20
HELP Walter Reed - 1324 Main Drive	LTSC	4	75	FY20
The Solistice	LTSC	7	15	FY20
Ainger Place	LTSC	8	18	FY20
Meadow Green Court - Milestone Senior	LTSC	7	15	FY20
Abrams Hall at Walter Reed	LTSC	4	16	FY20
1164 Bladensburg LLC	LTSC	5	13	FY20
Brookland Place Apartments	LTSC	5	15	FY20
Randle Hills Apartments	LTSC	8	20	FY20
Residence at St Elizabeths East Housing	LTSC	8	13	FY21
Delta Towers	LTSC	5	30	FY21
Capitol Vista	LTSC	6	21	FY21
1736 Rhode Island Ave Apts.	LTSC	5	13	FY21
555 E Street Senior Apts.	LTSC	6	7	FY21
3500 East Capitol Street (Phase II)	LTSC	7	5	FY21
Walter Reed SOME - Karin House Apts.	LTSC	4	24	FY22
Liberty Place Apartments	LTSC	6	14	FY22
MDL Flats - 1550 First Street SW	LTSC	6	16	FY22
Stanton Square Apartments	LTSC	8	13	FY22
1100 Eastern Ave NE	LTSC	7	13	FY22
Spring Flats Senior	LTSC	4	14	FY22
Anna Cooper House	LTSC	2	47	FY22



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The Strand	LTSC	7	28	FY22
Providence Place	LTSC	7	35	FY22
Spring Flats Affordable - Family	LTSC	4	9	FY22
Northwest One (Phase I)	LTSC	6	65	FY22
Abrams Hall - Assisted Living	LTSC	4	54	FY22
Cedar Street Apartments	LTSC	4	3	FY22
Cascade Park Apts	LTSC	8	28	FY22
Diane's House	LTSC	5	39	FY23
218 Vine Street NW	LTSC	4	24	FY23
17 Mississippi Ave SE Apts	LTSC	8	9	FY23
2442 MLK Avenue	LTSC	8	5	FY23
The Hampshire Apts	LTSC	4	8	FY23
Hill East Apts - The Ethel	LTSC	6	100	FY23

**51. How are households prioritized to receive vouchers? Please include copies of relevant policies and procedures and note any significant recent updates. To the extent practices differ between the different voucher programs that DCHA administers, please specify.**

In accordance with DCHA’s updated Administrative Plan, households on the waiting list are selected based on their date/time of application. Attach Administrative Plan as approved 4/2023

**52. The DC Department of Human Services’ public Permanent Supportive Housing and Targeted Affordable Housing utilization dashboard<sup>4</sup> divides the voucher distribution process into four stages for tracking purposes: (1) assignment to case manager to submission of voucher application; (2) submission of voucher application to determination of eligibility; (3) determination of eligibility to unit viewing; and (4) unit viewing to lease up.**

**a. For each of these stages, please describe any key actions that must take place, including tasks for which DCHA is not responsible. Please specify who is responsible for each task (e.g., DCHA employee, DCHA contractor, applicant, DHS employee, case manager, prospective landlord).**

DCHA is responsible for completing eligibility, issuing vouchers, reviewing Request for Tenancy Approval packets, completing inspections, payments to landlords and affirming continued eligibility.

<sup>4</sup> <https://storymaps.arcgis.com/stories/993e532a43bd4af3a2bf1b69d54dc704>.



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Stages	Areas of responsibility
<b><i>(1) assignment to case manager to submission of voucher application</i></b>	DHS and designated case management provider
<b><i>(2) submission of voucher application to determination of eligibility</i></b>	DHS: submits application to DCHA. DCHA: completes review and notifies DHS of any discrepancies or missing documents. DHS and designated case manager: work with applicant to address
<b><i>(3) determination of eligibility to unit viewing</i></b>	DCHA: confirms eligibility, conducts briefing and voucher issuance. DHS and designated case manager(s): support voucher holder with housing search
<b><i>(4) unit viewing to lease up</i></b>	DHS and designated case manager(s): support voucher holder with housing search DCHA: review RFTA, rent reasonableness review, inspection, provide rent determination calculation, execute HAP contract Security deposit assistance if household meets qualifying conditions

***b. For each task that is DCHA’s responsibility, please specify how many people DCHA currently employs or contracts with to perform the work and describe their typical caseload. To the extent DCHA is aware of any industry best practices with respect to staffing ratios, please note these.***

The following DCHA positions directly support the work outlined above:

- Eligibility Specialist
- Orientation and Training Coordinator
- Inspector
- Housing Program Specialist

Staffing allocations are based on industry caseload averages.

Indirect support from clerical assistance, supervision, management and quality assurance are also involved in the overall carrying out of required duties.

***c. How long did each task that is DCHA’s responsibility take on average in FY 23 and in FY24 to date? Where responsive data are not available, please describe any plans to***



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*begin recording such data in FY 24 or any reasons why recording such data in FY 24 would not be feasible.*

In FY23, DCHA and DHS have determined that eligibility processing took approximately 60 days on average.

DCHA continues to review and update processes, staffing and tracking tools in order to improve timelines. In FY24, DCHA projects that several key changes will have a positive impact on outcomes:

- Updated Eligibility forms – launched February 1, 2024, the updated application forms are anticipated to reduce time for completing and processing eligibility applications
- Applicant portal for referral-based applications – DCHA has launched a portal where referring agencies can submit their referrals/applications. This tool will allow for better tracking and monitoring of applications.
- Organizational assessment – DCHA is undergoing an organizational assessment in order to review and update organizational needs, capacity and to ensure alignment with industry best practices as well as continue to improve metrics for performance management.

***53. Please describe any key actions that must take place in order to process a voucher holder’s recertification or transfer, and specify who is responsible for each task. For those tasks that are DCHA’s responsibility, please discuss current caseload staffing ratios and average processing times in FY 23 and FY 24 to date.***

Key Action	Areas of responsibility
<b>Recertification</b> – periodic review of household composition, income and related factors to affirm continued eligibility for housing assistance	<b>DCHA:</b> Sends notification to household in advance of anniversary date. Information on how to complete and where to submit is provided. Additional notifications are sent if recertification information is not received within timeline specified. <b>DHS and designated case management provider:</b> may provide assistance to household as needed as part of case management services
<b>Transfer</b> – when household wishes to move from current unit to other housing	<b>DCHA:</b> Reviews household record to confirm whether they are in good standing. Schedules transfer voucher briefing, and issues transfer voucher. Review RFTA, rent reasonableness review, inspection, provide rent determination calculation, execute HAP contract Security deposit assistance if household meets qualifying conditions <b>DHS and designated case manager:</b> may work with household to support housing search



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DCHA is continuing to review and update processes, staffing and tracking tools in order to improve timelines.

Organizational assessment – DCHA is undergoing an organizational assessment in order to review and update organizational needs, capacity and to ensure alignment with industry best practices as well as continue to improve metrics for performance management.

○

### ***54. Regarding voucher unit inspections, in FY 23 and FY 24 to date:***

***a. How many units passed their initial lease-up inspection on the first try, passed on the second try, passed on a later try, or never passed?***

***b. If available, please provide data on inspection rescheduling, including the average length of time between initial appointment and rescheduled inspection, broken down by reason (owner request, owner no-show, DCHA no-show, etc.).***

The data is currently being tracked manually and analyzing data is not conducted regularly. As the Yardi software and dashboard is fully implemented, we will commence tracking the data in real time.

***c. How many inspectors did DCHA employ or have under contract?***

30 inspector positions with three vacancies.  
26 housing inspectors, 2 quality control specialists, and 2 supervisors.

***d. Please estimate how many inspectors DCHA would need to have employed or under contract to be able to complete all initial inspections within 7 days of a unit being approved for inspection.***

Based on anticipated high levels of new lease ups expected in CY2024 and with the implementation of the Yardi system, DCHA will continue to review staffing levels and is in the process of procuring inspection vendors in order to reach turnaround goals.

***e. Please describe any major changes in inspection practices in FY 23 and FY 24 to date, including the use of virtual inspections (see 2023 Performance Oversight pre-hearing response 60).***

In July 2023, DCHA went back to doing all inspections in person.

### ***55. What have been the most significant barriers to prompt distribution of funded vouchers in FY 23 and FY 24 to date? How has DCHA endeavored to lower these barriers and how does the agency anticipate addressing them?***



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Throughout FY23 and continuing in FY 24, DCHA continues to work with partner organizations for referral-based allocations and with a DCHA contractor for applicants coming from the waiting list. The responsibility for referring applicants, completing applications with applicants and supporting applicants with housing search has been assigned to one of our partner organizations.

For federal program waitlist applicants, DCHA's contractor has been reaching out to applicants to assist them in the processing of their applications. Given the age of the waiting list, however, response rates are quite low.

DCHA is responsible for completing eligibility, issuing vouchers, reviewing Request for Tenancy Approval packets, determining rent reasonableness and completing inspections. Over the last year and in part because of the significant growth in the local program, the Agency has struggled to process eligibility timely. DCHA is taking a number of steps to speed up that process:

### Increasing capacity

- Backfilling critical positions and adding eligibility specialists.
- Engaged an outside firm to process applicants from the waiting list for eligibility determination, which is required prior to voucher issuance. To date, over 7,500 applicants have been pulled from the waiting list and have confirmed eligibility for over 600 households so far.

### System and Policy Updates

- Updated the Administrative Plan, documented procedures for the federal program and completed training for all staff
- Re-training staff throughout FY24.

### Reducing Barriers

- Partnership with The Lab @ DC and DHS
  - Since December 2022, DCHA has been working with the Lab @ DC and DHS to map each step in the process of getting housed through DCHA for a DHS customer with the goal of finding efficiencies, increasing transparency and improving the overall customer experience.
  - Beginning in February 2024, DCHA launched the updated application form, an improvement that is estimated to reduce time in completing applications
- Security Deposit Assistance – DCHA has expanded access to security deposit funds for federal voucher participants.
- In person briefings – In addition to virtual briefings, DCHA will soon provide an option for in person briefings for new voucher participants.
- Throughout FY24 -- open satellite office, expand navigation services, and other applicant-focused activities.

***56. How does DCHA work to deter, detect, and remedy discrimination against voucher holders by landlords? Are there methods in use in other jurisdictions that DCHA is considering implementing?***



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DCHA works with Fair Housing Partners to report discrimination. The Quality Assurance's mediation team meets with landlords that have been reported for discrimination. DCHA is not currently considering other methods.

### ***57. Regarding the rent reasonableness protocol implemented beginning July 1, 2023:***

***a. Please provide lists of the unit characteristics and building characteristics that may be entered when a unit is added to AffordableHousing.com, and note which characteristics must be populated for the unit to be eligible to come up as a comparator during a rent reasonableness check. Please provide copies of any forms used to collect this information.***

The factors outlined in 24 CFR 982.507(b), are the unit and building characteristics that are collected and submitted into the AffordableHousing.com rent reasonableness tool:

- (1) The location, quality, size, unit type, and age of the contract unit; and
- (2) Any amenities, housing services, maintenance and utilities to be provided by the owner in accordance with the lease.

See attachments Question 57a\_Request for Tenancy Packet, Question 57a\_Features and Amenities Form, and Question 57a\_Comparable Entry Form.

***b. From what sources does AffordableHousing.com pull unit listings for use as comparators, and how does it validate that all mandatory characteristics are included in those listings?***

AffordableHousing.com's (the software vendor) comparable database is compiled from hundreds of sources, including data provided by housing agencies, property owners, and public records. It is not limited to online ads alone. The vendor aims to create a comprehensive and up-to-date database that includes a variety of rental information to ensure accuracy in rent reasonableness determinations. The algorithm used by AffordableHousing.com compares unit specific data from the subject unit and available data on units in the area to determine what listings are most comparable when determining rent reasonableness. Data is updated regularly.

***c. Has AffordableHousing.com or DCHA found and implemented a method for excluding subsidized units from the comparator data set? If so, what is the method, and how is "subsidized" defined?***

DCHA and AffordableHousing.com have been working together to identify ways that subsidized units can be identified and excluded from the comparable set. HUD regulations define a reasonable rent as one that does not exceed the rent charged for comparable, unassisted units in the same market area. HUD also requires that owners not charge more for assisted units than for comparable units on the premises. This part explains the method used to determine whether a unit's rent is reasonable.





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Comparable units must represent unrestricted market rents. Therefore, units that receive some form of federal, state, or local assistance that imposes rent restrictions cannot be considered comparable units. In an effort to make sure that the data available to AffordableHousing.com does not include assisted units, DCHA has provided or facilitated connection to the following data sources:

- HCVP assisted units - DCHA provides Affordablehousing.com with our active voucher universe via routine data extracts to remove DCHA subsidized units from the comparable pool.
- Department of Housing and Community Development’s Rent Administrator HUD Multifamily

AffordableHousing.com and DCHA continuously review ways that properties subject to other forms of affordability can be identified and excluded as appropriate.

***d. Please provide lists of the unit characteristics and building characteristics that a prospective voucher landlord may submit as part of their Request for Tenancy Approval or rent increase request, which characteristics must be included, and which characteristics AffordableHousing.com uses to conduct a search for comparator units. Please provide copies of any forms used to collect this information.***

Owner must complete the Request for Tenancy Approval and the Features and Amenities form for lease ups

Owners must complete the Rent Increase request form

***e. Is DCHA considering making any additional fields mandatory?***

Disclosure of Rent Stabilized units' field has been added to the features and amenities form so they can also be removed from the comparable pool.

***f. For how many units has DCHA performed rent reasonableness checks in the first 6 months of implementation? Please provide data on the outcomes of these checks (e.g., how many checks resulted in initial approvals leading to lease-up; initial denials; successful appeals leading to lease-up; unsuccessful appeals; and landlords who agreed to lower their requested rents following initial denial, leading to lease-up).***

Month	Q2	Q3	Q4	Total
July 2023		264		264
August 2023		861		861
September 2023		754		754
October 2023			974	974
November 2023			771	771
December 2023			358	358



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January 2024	758			758
<b>Total</b>	<b>758</b>	<b>1,879</b>	<b>2,103</b>	<b>4,740</b>

4,740 includes initial rent reasonable analysis as well as rent increase requests for both locally and federally funding programs. Since implementation of new rent reasonableness process there has been 1,836 lease ups and 125 were denied/canceled due to not meeting rent reasonableness; see attached. We do not currently track initial denials or appeals for lease up.

*g. Please provide data on approved reasonable rents under the new protocol, broken down by neighborhood and unit size.*

Refer to part f for schedule of rent reasonableness determination approved under the new protocol. See below for the approvals by bedroom size.

<b>Bedroom Size</b>	<b>Total Units</b>	<b>% of Rent Reasonableness Determinations</b>
0	1,858	39%
1	376	8%
2	158	3%
3	1192	25%
4	145	3%
5	50	1%
6	957	20%
7	4	0%
<b>Total</b>	<b>4,740</b>	<b>100%</b>

*h. What is DCHA’s process for attempting to negotiate lower rents with landlords whose requested rents are deemed unreasonable?*

When requested rent is deemed unreasonable:  
 DCHA contacts landlord to advise them of rent reasonableness analysis and request to proceed with one of the following next steps:  
 Accept the rent reasonableness result and proceed with lease-up process. Submit additional comparable for consideration and review of rent reasonableness. Landlords are given the Comparable form to complete and send to Affordablehousing.com for validation and to be added to the comparable pool. When the owner has been notified by Affordablehousing.com that their comparable were accepted, the owner notifies the HPS/HPC to rerun the rent



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reasonable analysis. If the submitted comparables are validated, there may be a resulting change in the rent reasonable results.

Reject offer and cancel Request for Tenancy packet

***i. What is the best way for voucher holders and landlords to determine, prior to submitting a RFTA, whether the landlord's proposed rent amount is likely to be deemed reasonable?***

Owners are encouraged to do their owner market analysis to ensure they are charging reasonable rent.

While DCHA endeavors to complete rent reasonableness review as early in the process as possible, concerns have been raised that the time of RFTA submission is not early enough in the process. Some of the solutions under consideration include:

- Adding Rent Reasonableness reviews for all landlords who participate in "Meet and Lease" events so that voucher participants already know that this unit meets rent reasonable standards
- AffordableHousing.com offering an option for landlords to sign up and review rent reasonableness directly with Affordablehousing.com.

***j. Please describe any significant changes that DCHA plans to make in FY 24 to improve the speed, consistency, and transparency of the rent reasonableness check process.***

DCHA is considering centralizing Rent Reasonableness to a particular department to improve speed, consistency, and transparency. DCHA will also ensure that staff are trained on updated processes, so that efficiency occurs.

Affordablehousing.com will be launching an Owners Portal that will allow owners to run RR and negotiate rent prior to submitting a RFTA packet.

***k. To the extent other public housing authorities have taken significantly different approaches to rent reasonableness, with HUD's approval, please note the key differences.***

The rent reasonableness approach that DCHA implemented in July 2023 is one that is being used by many other PHAs. As part of the assessment being undertaken for optimizing HCV operations and service delivery, DCHA will examine any other approaches that might be used in other jurisdictions and determine its applicability and feasibility in the District of Columbia and act accordingly.



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***1. Where can landlords, tenants, and service providers find a comprehensive explanation of current policies (including appeal processes) and any future updates regarding the rent reasonableness process?***

- There are several ways that landlords, participants and service providers can find information on current policies and procedures regarding the rent reasonableness process
  - DCHA website contains copies of forms, presentations and previously issued FAQs on the process
  - Owner Portal – landlords are able to access forms, submit requests and contact DCHA for any specific unit related concerns
  - Initial and Transfer Briefings – participants receive information about the voucher process, including rent reasonableness, during briefings
  - Landlord Briefings – New and returning landlords receive information about the voucher process, including rent reasonableness, during the landlord briefing sessions
- Starting in February, DCHA’s Housing Choice Voucher Program will be conducting a series of Landlord engagement sessions both in person and virtually. Titled “Keys to Success,” the engagement sessions are opportunities for landlords to connect directly with HVCP staff to get information and address concerns or questions about the program rules and requirements.

***58. Please provide a detailed summary of how approved voucher rents compared to neighborhood payment standards in each of the 3 years leading up to implementation of the new rent reasonableness protocol. How many units were approved in each neighborhood at rents that:***

- a. Were less than or equal to 90% of the payment standard;***
- b. Were between 90% and 100% the payment standard (exclusive);***
- c. Exactly matched the payment standard; and***
- d. Exceeded the payment standard for approved reasons?***

***59. Does DCHA plan to offer in-person transfer briefings? (See 2023 Performance Oversight pre-hearing response 61.)***

Yes. Beginning in March 2024, DC Housing Authority will provide opportunities for voucher participants to attend either an in person or virtual briefing session. In person briefing sessions will be held at DCHA’s Southwest Family Enhancement and Career Center (203 N St SW) on Tuesdays and Thursdays.

***60. How is DCHA monitoring and working to improve the services provided through its call center and at each of its in-person service centers? Please report out any key metrics that the agency is tracking, such as case volume, staff-to-case ratios, wait times, or caller/visitor feedback. How do DCHA’s metrics compare to public housing authority best practices?***



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The DCHA Call Center was staffed with eight Call Agents as of December 2023. There were four Call Agents hired in January 2024 and six additional Call Agents will be hired by March 2024. This will bring our total staffing to 18 Call Agents. The increase in staffing will have a significant impact on our service levels, call abandoned rate and overall staff-to-call ratio. With an average call volume of 26,000 calls each month and an average wait time of 1-4 hours, DCHA expects the increase in staffing will improve service levels and to at or surpass the industry-standard of 80%.

DCHA is monitoring the impact of additional staff on key metrics by monitoring call queues, and tracking the full life cycle of every call that requires further program-related support/resolution through the Customer Inquiry System, which is utilized by Call Agents.

Here are key metrics from the first quarter FY24:

Key Metric	Oct 2023	Nov 2023	Dec 2023	Total
Call Volume	28,055	24,676	23,031	75,762
Average Speed of Answer (ASA)	04:06:26	04:50:00	4:47:00	4:34:26
Average Handle Time (AHT)	00:04:21	00:04:36	00:04:47	00:04:34
Abandoned Rate (AR)	00:51:28	01:03:3	01:00:03	01:24:06
Staff-to-call ratio	1,365	1,262	1,349	3,976

**Call Volume** – a high volume of calls continues to increase post pandemic as voucher customers are requesting to move and need to attend a briefing, need to recertify and have basic questions about inspections, waitlist and household composition changes to name a few.

**Average Speed of Answer** – average time it takes to answer a call. Calls are answered in the order that they are received. Customers can choose from an interactive voice response system and select what they are calling for. Calls are routed to that queue and after 3 minutes, the customer is asked if they would like a return call. The callback feature is used by customers daily. All callback calls are returned the same business day.

**Abandoned rate** – average time customers will disconnect a call.

**Staff-to-call ratio** - the average amount of calls answered per agent per month

The two Customer Service Centers (CSCs) are staffed by a Customer Engagement Specialist along with program staff (housing specialists). Customers can make an appointment (using the Bookings App) either self-directed from our website or by calling the Call Center. Customers who book appointments are contacted one week before their appointment to determine if the matter can be resolved over the phone or if it’s necessary for them to visit the CSC. Customers can also book “virtual” appointments.

Customers can drop off recertification packages (and other related documents) in the drop box located at both CSCs **without an appointment** during normal business hours. Beginning in March, customers will be asked to complete a survey to provide feedback on the CSCs. Survey responses will be tracked and inform process improvement.

Here is a snapshot of the type of appointments made during the first quarter FY24:



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Topic (Reason for Visit)	# of Appt's
Add member to Household	89
Income Change	70
Lease Up Question	14
Mediation Assistance	2
Missing/Late Payments	2
Move/Briefing Questions	18
Recertification Help	116
Need Rent Determination Letter	15
Portability Request	4
Rent Review	54
Utility Check Inquiry	14
Voucher Extension Request	2
Voucher Pick-up	28
Voucher waitlist status/update	30

**61. What is the average caseload per week of the DCHA Ombudsman? How does this compare to public housing authority best practices?**

The DCHA's Ombudsman average caseload consists of 200-325 inquiries weekly. Most inquiries require significant research and multiple staff to resolve. Ombudsman's matters are tracked via the Customer Inquiry System (CIS). The industry-standards is benchmarked at 250-300 inquiries weekly.

**62. Please describe the life cycle of DCHA's involvement with a typical mold issue in each of the following settings: a public housing unit, a project-based voucher-supported unit, and a tenant-based voucher-supported unit. In particular, please describe the various steps in each setting such as inspection, cleaning, root cause remediation, quality assurance, and follow-up testing.**

When a resident contacts the Public Housing Program about mold issues the team will review the area that is infected by mold; if the space is 3 foot by 3 foot then the maintenance team will take the following actions to address the issue: (1) clean the area (2) seal or repaint the area with primer or (3) remove or replace the infected area.

If the area is larger than 3 feet by 3 feet, then DCHA contacts with a certified mold remediation company to assess the extent of the infected area. The company would remediate the infected area and make the appropriate repairs to the unit. DCHA maintenance leadership would verify the work has been completed.

In a project or tenant-based voucher supported unit, reports of mold made to DCHA will trigger a complaint inspection by DCHA's Housing Choice Voucher Program Inspection team. If evidence of mold



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is substantiated, the matter is referred to DCHA's Office of Audit and Compliance for further investigation. While remediation is the responsibility of the landlord, DCHA may assist the affected household in requesting a transfer voucher to move from the unit if the concerns are not addressed.

**63. Please list any training provided to agency staff regarding how and when to perform minor mold remediations.**

Dr. Janet Phoenix M.D. and assistant professor at George Washington University's Miliken School of Public Health, led a series of a dozen trainings reaching over 100 Property Management Office on-site and Office of Capital Programs employees during the spring and summer of 2023. She covered mold remediation, lead abatement, and pest control.

**64. For each active or planned New Communities project site, please provide an update including (see 2023 Performance Oversight pre-hearing response 75):**

- a. Financing status and source(s);*
- b. Master development plan, including any changes in FY 23 and FY 24, to date;*
- c. Estimated completion dates for future phases;*
- d. District funds expended to date;*
- e. Additional District fund expenditures anticipated; and*
- f. Planned ownership.*

### **Barry Farm**

1. **Financing status and source(s);** The source(s) of the financing for the Barry Farm site to date has been District funds. There have been offsite projects that have utilized not only District funds but also included tax exempt bonds and private debt and low-income housing tax credit equity.

As of FY23, the District committed approximately \$122M to support relocation, demolition, infrastructure, master planning, predevelopment and vertical construction costs. To date, approximately \$78.4M has been spent. NOTE: of the total committed by the District, \$21M has been allocated for vertical construction for the next phase, The Edmondson (subject to Council approval).

- The Asberry, which is under construction utilized tax exempt bonds and private debt and equity in addition to District funding. The same is anticipated for the next building, the Edmondson. Detail amounts for separate District commitments project vertical construction is below.
2. **Master development plan, including any changes in FY 23 and FY 24, to date-** At its completion, the redevelopment of Barry Farm will provide more than 900 units of housing



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including 480 replacement units for former public housing residents, 108 senior apartments, and approximately 300 homeownership units. The revitalization of Barry Farm will also include neighborhood serving retail; a portion of which will be set aside for resident and community owned businesses. The creation of a new street grid will also provide better access to neighboring streets. The site will also include five historic landmarked buildings and other features that incorporate the Barry Farm legacy into the design. The project will be developed in phases.

- Under Construction: Phase 1 new construction, Building 1B "The Asberry" is an age restricted (55+) mixed-income 5-story elevator building with 108 rental units and 5,096 sq ft of ground level retail. There will be **77 public housing replacement units** and 31 LIHTC units. 44 Units will be subsidized using Faircloth-To-RAD in order to provide PBV/RAD units and 33 of the units will be subsidized through the District's LRSP Program. The building is scheduled to deliver in Q3 2024.
- Financial Closing: The next building, Building 1A, The Edmonson is a 4-story 139-unit elevator multifamily rental apartment building with 22,400 sq ft of ground level commercial retail. The unit mix will consist of 14 studio units, 73 1-bedroom units, and 52 2-bedroom units. This mixed-income building will dedicate **50 units as public housing replacement units**, and the remaining 89 units will be LIHTC units. The 50 public housing units will be subsidized using PBV and Faircloth-to-RAD. The 89 LIHTC units will have eligible rents at 60% and 80% of AMI. The project is expected to have financial closing in Q2 2024.

3. **Estimated completion dates for future phases;** The third project, the rental townhomes phase at Barry Farm is currently in the final design stage and is expected to be submitted to DCHFA in June 2024 for bond allocation for a LIHTC. The project will deliver approximately 100 new rental townhomes & stack-flat apartments of which 42 will be public housing replacement units. The estimated delivery date is Q2 2026. See attached proposed schedule for the remaining buildings at Barry through 2030 based on receipt assumed District funding commitment request.

4. **District funds expended to date;** To date, approximately \$50.6M has been spent. The following offsite projects have also received District funds to support construction of 100 replacement units:

### Offsite Development

- Matthews Memorial – Completed 2012 (35 replacement units) DHCD HPTF \$5.6M gap funding
- Sheridan Station Phase 1 – Completed 2011 (25 replacement units) DHCD HPTF \$4.5M gap funding
- Sheridan Station Phase 3 – Completed 2015 (40 replacement units) DMPED \$6M gap funding

### Onsite Development

- The Asberry – Under construction (77 replacement units) DMPED \$10M vertical gap funding
- The Edmonson – Financial closing Q2 2024 (50 replacement units) DMPED \$21M gap funding

5. **Additional District fund expenditures anticipated;** As reflected in the "Barry Farm Anticipated Timeline" - in order to deliver all units, including the infrastructure work by





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2030, an estimated additional \$137M (to be funded from FY'25-27) will be needed to complete the redevelopment. DCHA is working with its development partners and DMPED to forecast additional needs for the coming fiscal year budget request.

6. **Planned ownership;** DCHA will continue to own the land via a long-term ground lease for new rental properties. POAH, DCHA's procured development partner will serve as managing member in the general partnership of the ownership entity through a low-income housing tax credit (LIHTC) transaction. DCHA will also have a small percentage stake in the general partnership. After the fifteen-year tax credit compliance period, DCHA has the Right of First Refusal to buyout the limited partners and the procured development partner.

### Park Morton

1. **Financing status and source(s);** The source(s) of the financing for the Park Morton site to date has been District funds. There have been offsite projects that have utilized not only District funds but also received tax exempt bonds and private debt & equity.
  
2. **Master development plan, including any changes in FY 23 and FY 24, to date;**

The original redevelopment plan for Park Morton includes the Bruce Monroe Community Park as the Build-First site/Phase 1 and the existing Park Morton public housing site as phases 2 and 3. The total program between both sites includes the development of approximately 462 new units that included 147 replacement public housing (27 replaced at the Avenue in 2016), moderate/affordable, and market rates units throughout the entire developments.

  - Litigation led to a court of appeals' decision that was issued on June 25, 2020, to vacate and remand the Bruce Monroe zoning order (ZC16-11) back to the Zoning Commission. The Zoning Commission held a hearing November 18, 2021 to reapprove the zoning order after considering court of appeals considerations. On January 25, 2024, the court of appeals ruled that the zoning commission's initial decision from March of 2017 stands, and DCHA and it partner can now move forward with planning for the Bruce Monroe site.
  - Onsite development at Park Morton: In order to move the Park Morton redevelopment forward, planning shifted off-site parcel to onsite redevelopment at Park Morton.
  - Phase 1 at Park Morton redevelopment began with the construction of 142 units within a multifamily building along Park Road. The development, financed through 4% LIHTC/DMPED, includes 40 replacement (Faircloth to RAD) units and 102 LIHTC units. The vertical construction loan closed in November of 2022, and the work is anticipated to be finished in late Q3 2024.
  - The pending Phase 2 at Park Morton will provide an additional 47 new townhomes. There will be a total of 30 homeownership units and 17 rental replacement units provided in Phase 2 with a plan to provide set aside homes for Park Morton residents purchase as well.



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3. **Estimated completion dates for future phases;** Phase 2 at Park Morton is expected to begin construction in Q1 2025 with estimated delivery date in Q2 2027. Planning for Bruce Monroe can now proceed now that litigation is no longer an issue.

4. **District funds expended to date;**

Offsite Development

- The Avenue – Completed 2012 (27 replacement units) DMPED \$15.7M gap funding
- Predevelopment - \$5M provided through a Development Funding Agreement (DFA) directly between Parkview Development Partners & DMPED for predevelopment cost for Park Morton & Bruce Monroe which includes but is not limited to predevelopment cost pertaining to design & zoning approvals.

• Onsite Development

- Through a separate MOU between the DMPED and DCHA, approximately \$14.8M provided to support demolition & infrastructure for the phase 1 onsite redevelopment of the Park Morton. To date \$3.6M is remaining.
- Park Morton Phase 1 – Under construction (40 replacement units) DMPED provided \$22.9M gap funding
- DCHA executed a MOU with DMPED in FY24 to receive an addition \$19.8M to support phase 2 demolition, infrastructure & predevelopment activities.

5. **Additional District fund expenditures anticipated;** It's anticipated that an estimated additional \$50M in additional gap financing will be required for the development of the Bruce Monroe site.

6. **Planned ownership;** DCHA will continue to own the land via a long-term ground lease for new rental properties. The Community Builders & Dantes Partners, DCHA's procured development partners, will serve as managing member in the general partnership of the ownership entity through a low-income housing tax credit (LIHTC) transaction. DCHA will also have a small percentage stake in the general partnership as well & has contributed the fair market value of its land in the form of lease note to support projects. DCHA has a Right of First Refusal to buyout the limited partners and development partners at the conclusion of the fifteen-year LIHTC compliance period.

### Lincoln Heights & Richardson Dwellings

1. **Financing status and source(s);** The source of the financing for the Lincoln & Richardson sites have been District funds. There have been offsite projects that have utilized not only District funds but also included tax exempt bonds and private debt & equity as well.



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2. **Master development plan, including any changes in FY 23 and FY 24, to date;** The original redevelopment plan for Lincoln Heights & Richardson Dwellings called for 1,609 units of new housing (including up to 630 replacement units), 30,000 square feet of new retail development, and 58,000 square feet of new office space (including health care uses).
  - DCHA was awarded a Choice Neighborhood Initiative (CNI) planning grant in December 2022 to update the 2008 revitalization plan for onsite redevelopment of Lincoln Heights & Richardson Dwellings. Planning is ongoing with residents & stakeholders.
3. **Estimated completion dates for future phases;** TBD
4. **District funds expended to date;**
  - Offsite Development: Approximately \$33.1M of funding from DMPED and \$1.6M of DHCD HPTF gap funding have been spent on offsite replacement units listed above. To date 145 replacement units have been produced:
    - Marley Ridge (2008): 9 total replacement units and 64 affordable.
    - The Nannie Helen at 4800 (2013): 70 total units, 23 replacement, 47 affordable DMPED \$5.8M gap funding
    - The Residences at Hayes Street (2018): 150 total units, 50 replacement units, 100 affordable DHCD HPTF \$1,587,000 gap funding
    - Providence Place: Under Construction 93 total units, 35 replacement units, 58 affordable
    - DMPED \$11.7MM gap funding
    - Strand Residences: Under Construction 86 total units, 28 replacement units, 58 affordable DMPED \$15.6MM gap funding
  - Onsite redevelopment has not started. DCHA is using \$12.9M in District funds as part of a stabilization program for both properties that will address:
    - Repair of vacant units that have been offline;
    - Deferred maintenance;
    - Security issues through consolidating units; and
    - Onsite relocation to specific areas of each site will help prepare future phased onsite redevelopment.
5. **Additional District fund expenditures anticipated;** The total estimated cost to implement the Revitalization in 2008 was over an estimated \$559M. Funding for onsite redevelopment of Lincoln Heights & Richardson Dwellings will be determined once planning is complete.
6. **Planned ownership;** DCHA will continue to own the land via a long-term ground lease for new rental properties. Once a development partner has been procured, DCHA will negotiate for majority ownership of the general partnership in the ownership entity, a percentage of cashflow, and a share of fees at each phase of the development. In addition, for any phase financed with



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LIHTC, we will negotiate a Right of First Refusal to buy back the ownership interests of the limited partners and the procured development partner.

**65. Please provide a breakdown of the status of households relocated from each New Communities property, including (see 2023 Performance Oversight pre-hearing response 76):**

*a. Current residence by ward.*

Ward of Residence	Barry Farm	Park Morton
1	15	31
2	3	6
3	3	8
4	8	20
5	25	17
6	59	13
7	30	4
8	147	1
MD/VA/Other	5	4
<b>Total</b>	<b>295</b>	<b>104</b>

*b. Current use of voucher support.*

NCI Site	# Households Issued Vouchers
Barry Farm	108
Park Morton	85

*c. Timeline of resident relocations to date and anticipated resident relocations.*

Redevelopment has not yet begun at Lincoln Heights/Richardson Dwellings.

**66. Please provide an update on DCHA’s implementation of DC’s Fair Criminal Record Screening for Housing protections (see 2023 Performance Oversight pre-hearing response 78).**

As part of the comprehensive review of both the public housing and the housing choice voucher programs, DCHA continues to review the policies for inclusion in the programs and to ensure compliance with federal regulations established by the U.S. Department of Housing and Urban Development (HUD). In addition, DCHA will ensure that the policies are in alignment with the DC Fair Criminal Record Screening for Housing Protections regulations.



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*a. How many applicants to each DCHA program were denied based on criminal history in FY 23 and FY 24, to date? Please provide data on instances when DCHA took any criminal histories other than convictions into account when selecting tenants.*

<b>Public Housing Screening</b>	<b>FY23</b>	<b>FY24</b>
Denied due to Criminal History	78	47
Denied due to Sex Offender Registry	14	4

<b>Housing Choice Voucher Screening</b>	<b>FY23</b>	<b>FY24</b>
Denied due to Criminal History	78	52
Denied due to Sex Offender Registry	12	7

DCHA only considers convictions in the last five years for Federal programs.

**67. For DCHAPD, please provide the following for FY 23 and FY 24 to date (see 2023 Performance Oversight pre-hearing responses 79-83):**

- a. *The number of calls for services.* See attachment Question 67a&b\_calls for service & arrests with offenses.
- b. *The number of arrests, broken down by alleged offense.* See attachment Question 67a&b\_calls for service & arrests with offenses.
- c. *A summary of all use of force incidents, with outcomes.* See attachment Question 67c\_Use of force
- d. *A summary of complaints to the DC Office of Police Complaints.* See attachment Question 67d\_Complaints DCHAPD
- e. *Officer training requirements, including any changes.* See attachment Question 67e\_Officer Training Requirements
- f. *Community outreach and engagement activities, along with any key outcomes that DCHA monitors.* See attachment Question 67f\_Community Outreach & Engagement

**68. Please provide a list of meetings of the Board of Commissioners and Stabilization and Reform Board in FY 23 and FY 24 to date. For each meeting please list the date, time, and location, and whether a quorum was reached. (See 2023 Performance Oversight pre-hearing response 85.)**

<b>Date</b>	<b>Location</b>	<b>Time</b>	<b>Quorum</b>
October 12, 2022	Virtual	1:00 p.m.	Yes



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<b>Date</b>	<b>Location</b>	<b>Time</b>	<b>Quorum</b>
November 9, 2022	Virtual	1:00 p.m.	Yes
December 14, 2022	Virtual	1:00 p.m.	Yes
January 25, 2023	Virtual	1:00 p.m.	Yes
February 8, 2023	Virtual	1:00 p.m.	Yes
March 8, 2023	Virtual	1:00 p.m.	Yes
April 12, 2023	Virtual	1:00 p.m.	Yes
May 3, 2023	Virtual	2:00 p.m.	Yes
May 10, 2023	Virtual	1:00 p.m.	Yes
June 14, 2023	Virtual	1:00 p.m.	Yes
June 21, 2023	Virtual	3:00 pm.	Yes
July 12, 2023	Virtual	1:00 p.m.	Yes
August 2, 2023	Virtual	2:00 p.m.	Yes
August 16, 2023	Virtual	noon	Yes
September 13, 2023	Virtual	1:00 p.m.	Yes
October 11, 2023	Virtual	1:00 p.m.	Yes
November 8, 2023	Virtual	1:00 p.m.	Yes
November 29, 2023	Virtual	10:00 a.m.	Yes
December 13, 2023	Virtual	1:00 p.m.	Yes
February 14, 2024	Virtual	1:00 p.m.	Yes

***69. Please provide a copy of the Stabilization and Reform Board’s rules of procedure, if any.***

The DCHA Stabilization and Reform Board follows Robert’s Rules of Order.