



PROGRAM OPERATIONAL REVIEW

Housing Choice Voucher Program

FY 2020
July 1, 2019 - June 30, 2020

This review is designed to provide both *general* overview information about the federal **Housing Choice Voucher Program** and *specific* program performance metrics within the DuPage County service delivery area for FY 2020. More detailed voucher program information, is available online at www.hud.gov and on our website at:

DuPageHousing.org

DuPage Housing Authority
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Kenneth E. Coles, Executive Director
Sherrin Ross-Ingram., Chairman, DHA Board of Commissioners

A Special Thanks

A *special thanks* is extended to the DHA staff who deliver unparalleled service and support to each program participant throughout the year. Their contributions have not gone unnoticed as evidenced by DHA's sixth (6th) consecutive year to receive the US Department of Housing and Urban Development's highest rating for a Public Housing Authority – SEMAP High Performer. Thank-you!

Sherrin Ross-Ingram, Chairman
Board of Commissioners

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Chapter 1 Program History

The *United States Housing Act of 1937* is responsible for the birth of federal housing program initiatives. The *Act* was intended to provide financial assistance to states and cities for public works projects, slum clearance and the development of affordable housing developments for lower income residents.

Part I: Housing Subsidy Programs

Section 8 Certificate Program

The *Housing and Community Development (HCD) Act of 1974* created a new federally assisted housing program - the *Section 8 Existing Program* (also known as the *Section 8 Certificate Program*). The *HCD Act* represented a significant shift in federal housing strategy from locally owned public housing to privately owned rental housing.

Under the *Section 8 Certificate Program*, federal housing assistance payments were made directly to private owners of rental housing, where this housing was made available to lower-income families. Eligible families could select housing in the private rental market. If the housing met certain basic physical standards of quality ("housing quality standards") and was within certain *US Department of Housing and Urban Development* (HUD) established rent limitations ("fair market rents"), the family would be able to receive rental assistance in the housing unit. Family contribution to rent was based on a "payment standard", generally set at 30 percent of the family's adjusted income, with the remainder of the rent paid by the program. Rent increases were based on an "annual adjustment factor" (AAF).

Another unique feature of the *Certificate Program* was that the rental assistance remained with the eligible family, if the family chose to move to another privately-owned rental unit that met program requirements (in contrast to the public housing program where the rental assistance remains with the unit, should the family decide to move). Consequently, the *Certificate Program* was characterized as tenant-based assistance, rather than unit-based assistance.

Section 8 Voucher Program

The *Housing and Community Development (HCD) Act of 1987* authorized a new version of tenant-based assistance - the *Section 8 Voucher Program*. The *Voucher Program* was very like the *Certificate Program* in that eligible families could select housing in the private rental market and receive assistance in that housing unit.

However, the *Voucher Program* permitted families more options in housing selection. Rental housing still had to meet the basic housing quality standards, but there was no payment standard or AAF rent limitation on rent. The family contribution to rent was not set at a limit of 30 percent of adjusted income. Consequently, depending on the

actual rental cost of the unit selected and the “fair market rent” for the area, a family might pay more or less than 30 percent of their adjusted income for rent.

From 1987 through 1999, Public Housing Agencies (PHA) managed both the Certificate and *Voucher* tenant-based assistance programs, with separate rules and requirements for each. From 1994 through 1998, HUD published a series of new rules, known as “conforming” rules, to more closely combine and align the two similar housing programs, to the extent permitted by the law.

Merger of Certificate and Voucher Programs

In 1998, the *Quality Housing and Work Responsibility Act* (QHWRA) - also known as the *Public Housing Reform Act* - was signed into law. QHWRA eliminated all statutory differences between the *Certificate* and *Voucher* tenant-based programs and required that the two programs be merged into a single tenant-based assistance program, now known as the *Housing Choice Voucher* (HCV) program.

The *HCV* program was modeled closely on the pre-merger voucher program. However, unlike the pre-merger voucher program, the *HCV* program requires an assisted family to pay at least 30 percent of adjusted income for rent.

The transition of assistance from the *Certificate* and *Voucher* programs to the new *HCV* program began in October 1999. By October 2001, all families receiving tenant-based assistance were converted to the *HCV* program.

Part II: Creation of the DuPage Housing Authority

Illinois Statute Requirements

The Illinois Statutes, beginning with *310 ILCS 5/*, (known as the “*State Housing Act*”), and *310 ILCS 10/*, (known as the “*Housing Authorities Act*”), authorize agencies and other instrumentalities of the state to establish both housing authorities and their operations. A PHA is a largely autonomous public corporation established to provide housing assistance primarily to low-income households. Under *310 ILCS 10/8*, the Statutes grant to the PHA all the public powers necessary or convenient to carry out and effectuate the purposes and provisions of the *State Housing Act* and the *Housing Authorities Act*, except for the power to levy taxes. In addition to others herein granted, the powers enumerated in the statutes in Sections 8.1 through 8.8, inclusive, also apply.

Organization and Structure

The Board of County Commissioners in DuPage County adopted a resolution declaring the need for a housing authority. That need was based on a finding that there was a shortage of decent, safe and sanitary housing, that was affordable to persons of low to moderate income within its jurisdiction. Once the resolution was adopted, the PHA is considered a legal entity.

Upon adoption of the resolution, the County Board Chairman appointed a 7-member PHA Board of Commissioners to oversee the PHA operations. Those appointments were confirmed by the County Board. Subsequently, the PHA Board of Commissioners elected chairs from amongst its Board Members and hired the Executive Director - who is the principal staff member of the PHA. The Executive Director is responsible for hiring all PHA staff as needed and as funds are available, and managing the day to day operations of the PHA. Thus, DuPage Housing Authority (DHA) was established September 28, 1942 in DuPage County and is one of 17 PHA's in the Greater Chicago Metropolitan Area.

Generally, all the funds awarded to DHA come from HUD, but DHA is not a federal department or agency within the federal government structure, or a department within HUD, or the State of Illinois, or even within DuPage County government.

DHA, like every PHA, is a governmental or public body, created and authorized by state law to develop and operate housing and housing programs for low and moderate-income families. DHA enters an *Annual Contributions Contract* (ACC) with HUD to administer the program requirements on *behalf* of HUD. DHA must ensure compliance with federal laws, regulations and Notices and must establish policy and procedures to clarify federal requirements and to ensure consistency in program operation. Other funding sources from state, county or local municipalities are for the administration of *their* local programs, for example the *Bridge Subsidy*, *Neighborhood Stabilization* or *Rental Housing Support* programs in Illinois.

Mission

The purpose of a mission statement is to communicate the purpose of the agency to people inside and outside of the agency. It provides guiding direction for developing strategy, defining critical success factors, searching out key opportunities, making resource allocation choices, satisfying clients and stakeholders, and making decisions

The mission of the DuPage Housing Authority is to affirmatively further fair housing utilizing resources to serve vulnerable populations; providing access to decent, safe, sanitary and affordable housing to improve quality of life and promote self-sufficiency.

Chapter 2 The Housing Choice Voucher Program

The DuPage Housing Authority's (DHA) Housing Choice Voucher (HCV) program is a federally funded rental assistance program which allows income eligible households to rent housing on the private market. Program participants are required to pay 30% to a maximum of 40% of their adjusted household income for rent and a calculated utility allowance. DHA will pay the remaining amount for rent and utility costs in the form of a subsidy payment in accordance with program rules.

Program participants may choose to remain where they are living now or move elsewhere, providing the housing is in decent, safe and sanitary condition and the

owner is willing to participate in the program. Most types of rental housing are eligible for the program including single family houses, apartments, townhouses, mobile units and some condominiums and co-operatives. Property owners retain all normal ownership and management rights and responsibilities including tenant screening, rent collection, property maintenance and lease enforcement. A summary of the Housing Choice Voucher Program is provided below:

Part I Program Summary

Overview of the Process Steps

- DHA selects voucher program eligible families from its wait list or by an approved special admission, to issue Housing Choice Vouchers to.
- The voucher holder searches for housing that meets program requirements.
- Property owners use their own tenant selection criteria to select tenants; DHA does not screen program participant households for suitability as tenants.
- DHA ensures units are decent, safe and sanitary by conducting initial and annual inspections of participating units.
- Property owners may collect a full security deposit.
- Property owners and their tenant sign a lease of at least 1 year which stipulates the terms of the tenancy.
- DHA and the property owner sign a *Housing Assistance Payment (HAP)* contract which authorizes and assures subsidy payments to the property owner in behalf of the tenant during the lease term.

Why Should Property Owners Participate in HCV?

The primary benefit of the *Housing Choice Voucher* program is to provide housing to program participants with low to moderate incomes which *include*:

- single mothers with children
- veterans
- seniors
- persons with disabilities, and
- victims of domestic violence

Other program benefits are a “no cost to owner” option to choose from a pool of applicants seeking housing, a free unit inspection, the assurance that subsidy payments from DHA to the owner will be made on time and the ability to deduct up to 19% of the equalized assessed value from your property taxes on qualifying units.

How Does the HCV Process Work?

There are nine (9) steps involved in the Housing Choice Voucher program process before a family is provided with housing assistance:

- Step 1. Application
- Step 2. Eligibility Determination/ Issuance of Voucher

- Step 3. Housing Search
- Step 4. Tenant Selection
- Step 5. Request for Tenancy Approval
- Step 6. Rent Determination
- Step 7. Housing Quality Standards Inspection
- Step 8. Contract/ Lease Execution
- Step 9. HAP Contract Payments

Part II Steps in the Process

Step 1. Application

When the wait list is open and accepting applications, a household applies to DHA for assistance and is placed on the wait list if the household appears to meet basic, program eligibility qualifications. **Note:** *DHA's wait list – last opened in March 2019 adding one thousand five hundred (1,500) applicants – is closed for new applications at this time and not expected to open again until 2021.*

Step 2. Eligibility Determination/ Issuance of Voucher

When DHA has vouchers available, it will select households from the wait list based first on any eligible preference, then on date & time of application, then determine if the household is program eligible according to income requirements and a criminal background check. If eligible in all categories, the applicant household will be issued a voucher and “moving papers” and will begin their search for housing.

Step 3. Housing Search

FOR APPLICANTS, THIS IS THE MOST IMPORTANT STEP IN THE PROCESS! A family may decide to stay in its current unit if the property owner agrees to participate in the program and the housing meets program guidelines, or the family may look for new housing. The household is given 120 days (up to 180 days including qualifying extensions) to find a landlord willing to rent to them, in housing that is affordable and in decent, safe and sanitary condition, and which meets rent reasonableness criteria and maximum rent levels for same or similar, unassisted market units in the area – based on published fair market rents and the adjusted household income of the family.

Step 4. Tenant Selection

FOR PROPERTY OWNERS, THIS IS THE FIRST STEP IN THE PROCESS BUT THE MOST IMPORTANT STEP IN THE PROCESS! Once a voucher holder decides to apply for a vacancy advertised by a property owner, they will complete any application documents required by the property owner. As a part of their application process, property owners should conduct their own tenant screening process and follow the same legal, non-discriminatory procedures they would use for any non-assisted applicant applying to rent their property. While DHA is required by program rules to conduct a criminal background check on all adult household members as a part of the *program application* process, DHA does not screen voucher holders for their suitability as tenants for any property or property owner.

Step 5. Request for Tenancy Approval

If the applicant meets the property owner's screening criteria for suitability as a tenant, the property owner and prospective tenant will complete and sign the *Request for Tenancy Approval* (RFTA) form and attach a copy of the owner's lease. The owner will also be required to complete ownership, ACH banking and Federal tax documents included with the RFTA form. The property owner or their prospective tenant should deliver these forms to DHA for processing to schedule the unit inspection.

Step 6. Contract Rent Determination

Once the RFTA is received, DHA will determine the contract rent with the property owner to insure the amount is reasonable for the area. DHA will then compute the amount (if any) the tenant will pay in their tenant rent portion to insure it is affordable. The remaining amount (if any) DHA will pay in subsidy. The tenant will generally pay 30% of their adjusted household monthly income towards rent and a utility allowance in what is called the *Total Tenant Payment* (TTP); DHA will pay the remaining cost towards rent and utility allowance in a rental subsidy in the form of a Housing Assistance Payment (HAP). TTP plus HAP equals monthly contract rent.

Step 7. Housing Quality Standards Inspection

After the contract rent is approved as reasonable for the unit and the approved rent is determined to be affordable for the tenant, DHA will schedule a *Housing Quality Standards* (HQS) inspection (based on the unit ready date indicated by the property owner) to ensure the housing is in decent, safe and sanitary condition, as well as confirm the unit characteristics (facilities, amenities & appliances) as indicated on the RFTA by the property owner.

Step 8. Contract and Lease Execution

Following DHA unit approval and assistance payment calculation, the property owner will determine a lease effective date with the tenant, effective at any point from the day the unit passed inspection forward, then sign a lease with their tenant and a HAP contract with DHA with that effective date. DHA then executes the HAP contract with the property owner.

Step 9. HAP Contract Payments

After the HAP contracts are signed and the tenant gets possession of the unit, Housing Assistance Payments from DHA to the owner will begin retroactive to any lease effective date if necessary.

Part III Summary of Rights and Responsibilities

Property owner's rights

- Collect a security deposit.
- Enforce the lease with their tenant.

- Terminate the tenancy for:
 - a. Serious or repeated violation of the terms and conditions of the lease.
 - b. Violation of federal, state or local law.
 - c. Criminal activity.
 - d. Other good cause.
- Evict the family from the unit through court action.
- Request a rent increase from DHA as of the anniversary end date of the lease, of an amount capped by rent reasonableness to the current market rate – making sure to notify the tenant in writing of any requested increase after the first-year term of the lease with 60-day written notice to the tenant and DHA.

Property owner's responsibilities

- Screen applicants for suitability as tenants.
- Enforce the lease with their tenant.
- Comply with the Lease.
- Collect the tenant's share of the rent; and
 - a. Make timely repairs and keep the unit in good condition.
- Comply with federal, state, and local regulations, fair housing laws, and owner-tenant laws.
- Permit inspections.
- Correct any deficiencies as soon as they are discovered as DHA may abate payments or terminate the HAP contract if deficiencies are not corrected timely.
- Comply with the Housing Assistance Payment contract.
- Renew the lease with the tenant and DHA prior to the lease expiration date.
- Contact the Specialist and provide DHA with written notice before initiating eviction proceedings; and
 - a. Inform the Specialist immediately of any move-outs or damages caused by program participants.

Tenant's rights

- Participate in the program under program rules and guidelines if eligible.
- Live in a decent, safe and sanitary unit.
- Not be discriminated against by the owner in the provision of services for any reason covered under the lease or by federal, state or local fair housing laws.
- Terminate the lease with the owner after the first year of the lease with proper written notice to the property owner and DHA.

Tenant's responsibilities

- Report changes in household income, assets and composition to DHA.
- Permit inspections.
- Comply with the lease with the property owner.
- Notify the landlord and DHA in writing of intent to move.
- Make timely rent payments – and utility payments for utilities not included in the rent.

DHA's rights

- Be notified by the owner when the tenant has moved from the contract unit in violation of the lease.
- Inspect the unit biennially, and at other times as determined necessary, after reasonable notice.
- Request any documentation and verification as determined necessary for the administration of the program.
- Receive repayment from the owner of amounts paid to an owner which are not due the owner.
- Terminate the Housing Assistance Payment contract for any breach of contract by the owner.
- Terminate the participant (tenant) from the program in accordance with the law, HUD regulations and program rules for any violation of family obligations.
- Require a participant to request a voucher prior to giving notice to move, and require a participant to give proper notice to vacate a unit.
- Require a participant to be recertified.
- Require the owner to maintain the unit in decent, safe and sanitary condition.

DHA's responsibilities

- Make timely Housing Assistance Payments.
- Reexamine program eligibility; review family income, assets, allowances, and household composition annually.
- Re-determine amounts of rent payable by the family and the amount of HAP to the owner, as a result of any adjustment.
- Conduct inspections, at least biennially.
- Receive notice of lease enforcement actions.

Part IV Frequently Asked Questions

Benefits. Q: What are the main benefits of the program to an owner?

Answer:

- Assurance of prompt payment of subsidy each month.
- Decreased vacancy rates and delinquencies.
- Reduced turnovers and related expenses.
- No-cost property inspections.
- Opportunity to upgrade property and rental structure.
- Ready pool of motivated applicants for vacancies.
- Possibility of full payment of HAP for the move out month no matter what day unit is vacated.
- Full payment of HAP during lease enforcement actions, including evictions.
- Up to 19% deduction for ten years of property taxes from the Equalized Assessed Value (EAV) of qualifying units.

Payments. Q: How does the owner receive the full contract rent payment?

Answer: The owner receives rent through the combination of Housing Assistance Payment subsidy from DHA and any rent paid directly by the tenant. Housing Assistance Payments make up the difference between the contract rent and what the tenant pays.

Owner's Rights. Q: Are an owner's rights and responsibilities changed by participation in the Housing Choice Voucher program?

Answer: NO! The owner's rights and responsibilities are the same as those exercised in a normal tenant-owner relationship. The owner contacts the applicant's previous landlords, selects the tenant and is responsible for managing and maintaining the unit. Tenants violating their leases are subject to corrective action by the owner through normal management, lease enforcement actions and legal processes through the DuPage County Circuit Court.

Current Tenant. Q: Can an owner's present tenant stay in place and still get assistance?

Answer: YES! Current residents may receive assistance if the tenant has received a voucher from DHA at some point after signing the lease with their landlord in their current unit (assuming they were already on the general wait list, their position reached the top of that list and they were determined program eligible) and the dwelling is in decent, safe and sanitary condition. The rent, plus any utility paid directly by the tenant, must meet rent reasonableness and affordability requirements. The property owner and their tenant must sign a new lease with *at least* a 12-month term.

Eligible Housing Types. Q: What are the different eligible housing types?

Answer: Almost any type of rental housing from single family homes & townhomes to co-ops, condos, high-rise apartments and mobile homes are eligible for Housing Choice Voucher assistance. Special Housing types may also be eligible under the program including Shared, Congregate, Group, SRO and Manufactured.

Rent Amounts Paid. Q: What can the owner charge for rent?

Answer: The owner's monthly rent, plus an allowance for any utilities paid directly by the tenant, must be comparable to unassisted market unit rents for similar units in the neighborhood. In other words, the same they can legally charge any other tenant.

Rent Increases. Q: If the owner's expenses increase, can the rent be adjusted?

Answer: YES! However, the owner must submit a written request to DHA to approve an increase. Just as it is in the private market, in the HCV program an owner may adjust the contract rent after the first year of the lease, effective at end of the lease term, with written notice – 60-days for the voucher program. The increase is limited by rent reasonableness, but could be affected by tenant affordability.

Who Participates. Q: Who are the tenants participating in the program?

Answer: Program participants are families and individuals whose incomes do not exceed established limits. The program assists a broad range of tenants, including low- and moderate-income working families, as well as veterans, VAWA persons, seniors, single mothers with children and persons with disabilities.

Tenant Rent. Q: How much rent does the tenant pay?

Answer: In the voucher program, all program participants must pay at minimum thirty percent (30%) of their adjusted household income towards the rent, however, the tenant's payment for rent and utilities may be above 30% of adjusted income depending upon whether the cost of the unit selected is above or below the voucher payment standard established by DHA. Additionally, the tenant may never pay less than the greater of 10% of monthly gross income or \$50.

Paperwork. Q: How much paperwork is involved?

Answer: Very little paperwork is required of owners and most of it is completed by DHA. Once the lease, addendum and HAP contract are signed, the owner will have no regular paperwork. Annual rent adjustments, lease renewals and unit re-inspections require minimal paperwork.

Chapter 3 Program Performance Metrics

Part I Program Operations

AREA	FY2019	FY2020	NET CHANGE
Total # Staff	28	28	0
Total # PBV Sites	12	12	12
Total # PBV Units	312	312	0
Total # DHA ACC	3036	3114	+78
Total # Port-in	573	596	+24
Total # Port-out	186	172	-14

As of 6/30/2020

Voucher and Program Grant Types

DHA administers the Housing Choice Voucher (HCV) Program which includes within its components: *Regular HCV, Project-based Vouchers (PBV), Tenant Protection Vouchers (TP) including Enhanced Vouchers (EV), Veteran Affairs Supportive Housing (VASH), Homeownership (HO), Witness Protection (WP), Victim Assistance (VA), Family Unification Program (FUP), HCV Mainstream (non-elderly w/disability) and the Rental Assistance Demonstration Program (RAD)*. DHA also administers the *Family Self-Sufficiency Program (FSS) with DuPage County Dept. of Community Services, Housing Support and Self-sufficiency* and the *Regional Housing Initiative (RHI)* in conjunction with other area PHA's. The *Rental Housing Support Program (RHSP)* administered by DHA is a State of Illinois housing program.

DHA Maximum Subsidy Allowances

An Important Note About Subsidy Allowances

Maximum Subsidy Allowances published by DHA are **NOT** a listing by zip code of the rents that DHA will approve or will pay for a program unit. These “payment standards” are *the maximum subsidy payment amount*. Think of it as:

$$\begin{aligned} &\text{Subsidy Allowance (not to exceed maximum)} \\ &\quad + \text{Tenant rent portion} \\ &= \text{Monthly Rent for unit paid to Landlord} \end{aligned}$$

DHA is required by program regulations to pay the fair market rent for the unit – **which can be higher or lower than the maximum subsidy allowance listed below!**

Property owners must be familiar with the rental market where their units are located. They should not use the maximum subsidy allowance as a guide when indicating to DHA the amount of rent they are requesting for their unit, but rather they should base their request on comparable rents being paid for non-subsidized market tenants residing in units that are the same or very similar to their unit, and within the same area – usually defined as within one (1) mile of their unit.

Small Area Fair Market Rents (SAFMRs) are used by DHA to determine the maximum *subsidy* amounts for the Housing Choice Voucher program – also called *payment standards*.

The U.S. Department of Housing and Urban Development (HUD) annually estimates SAFMR areas. By law the final SAFMRs for use in any HUD fiscal year must be published and available for use at the start of that fiscal year, on October 1. In accordance with HCV program requirements, DHA’s Maximum Subsidy Allowances are set based on zip code, and between 90% to 110% of the HUD published SAFMRs:

Effective 1/1/2020

2020 DHA Maximum Subsidy Allowances							
*** NOTE: These Are NOT Rents Paid By DHA ***							
Zip	Studio	1BR	2BR	3BR	4BR	5BR	6BR
60101	\$880	\$970	\$1170	\$1490	\$1780	\$2047	\$2314
60103	\$1240	\$1400	\$1458	\$1854	\$2205	\$2536	\$2867
60106	\$930	\$1040	\$1210	\$1430	\$1830	\$1967	\$2223
60108	\$1160	\$1310	\$1368	\$1737	\$2070	\$2381	\$2691
60126	\$1300	\$1470	\$1530	\$1944	\$2313	\$2660	\$3007
60133	\$1060	\$1200	\$1251	\$1606	\$1890	\$2174	\$2457
60137	\$890	\$1050	\$1232	\$1617	\$1870	\$2151	\$2431

60138	\$1070	\$1210	\$1260	\$1602	\$1908	\$2196	\$2482
60139	\$1060	\$1200	\$1251	\$1593	\$1890	\$2174	\$2457
60143	\$1130	\$1270	\$1323	\$1683	\$1998	\$2298	\$2597
60148	\$1190	\$1350	\$1404	\$1782	\$2124	\$2443	\$2761
60157	\$1130	\$1270	\$1323	\$1683	\$2007	\$2308	\$2609
60172	\$1130	\$1270	\$1323	\$1683	\$1998	\$2298	\$2597
60181	\$1060	\$1200	\$1251	\$1593	\$1890	\$2174	\$2457
60185	\$940	\$1060	\$1292	\$1551	\$1859	\$2138	\$2417
60186	\$1070	\$1210	\$1260	\$1602	\$1910	\$2196	\$2482
60187	\$1110	\$1250	\$1310	\$1670	\$1990	\$2289	\$2587
60188	\$1060	\$1190	\$1260	\$1600	\$1920	\$2208	\$2445
60189	\$1230	\$1380	\$1440	\$1827	\$2178	\$2505	\$2831
60190	\$1430	\$1610	\$1683	\$2142	\$2547	\$2929	\$3311
60191	\$1140	\$1290	\$1341	\$1710	\$2043	\$2349	\$2656
60439	\$970	\$1090	\$1152	\$1570	\$1880	\$2018	\$2444
60514	\$880	\$990	\$1150	\$1584	\$1892	\$1978	\$2236
60515	\$1020	\$1150	\$1330	\$1690	\$1940	\$2119	\$2522
60516	\$1130	\$1280	\$1332	\$1692	\$2128	\$2318	\$2704
60517	\$1100	\$1230	\$1287	\$1638	\$1944	\$2236	\$2527
60521	\$1430	\$1610	\$1683	\$2142	\$2547	\$2929	\$3311
60522	\$1070	\$1210	\$1260	\$1602	\$1908	\$2194	\$2480
60523	\$720	\$860	\$1000	\$1309	\$1562	\$1796	\$2031
60527	\$1160	\$1300	\$1359	\$1728	\$2052	\$2360	\$2668
60532	\$1220	\$1370	\$1431	\$1818	\$2169	\$2494	\$2820
60540	\$1240	\$1400	\$1458	\$1854	\$2205	\$2536	\$2867
60555	\$1230	\$1390	\$1449	\$1845	\$2196	\$2525	\$2855
60559	\$970	\$1090	\$1260	\$1600	\$1910	\$2151	\$2431
60561	\$1030	\$1160	\$1350	\$1587	\$1900	\$2111	\$2387
60563	\$1320	\$1480	\$1548	\$1971	\$2340	\$2691	\$3042
60564	\$1430	\$1610	\$1683	\$2142	\$2547	\$2929	\$3311
60565	\$1220	\$1370	\$1431	\$1818	\$2169	\$2494	\$2820
60566	\$1070	\$1210	\$1260	\$1602	\$1908	\$2194	\$2480
60567	\$1050	\$1190	\$1242	\$1575	\$1872	\$2153	\$2434

Part II Section Eight Management Assessment Program

The *Section Eight Management Assessment Program* (SEMAP) is HUD's performance measurement tool for the Housing Choice Voucher Program. A PHA self-certifies to HUD 60 days after the end of the fiscal year. The HUD Field Office will then issue a score within 120 days after the end of the fiscal year. High performers have a score above 90. Troubled performers have a score below 60.

DHA's SEMAP score is an important tool for the Board of Commissioners. The SEMAP indicators can be used to guide the way the Board assess DHA's performance - focusing

their attention on weaker performance areas to use scarce resources effectively and efficiently. Failing to meet SEMAP standards means a failure to ensure residents are living in quality housing. Consequences of failing performance can include required corrective actions and limits on new HUD funding awards.

HUD reviews and monitors DHA's SEMAP scores. The SEMAP certification is analyzed by the HUD Chicago Field Office, and may also be confirmed on site. HUD staff will then provide recommendations for improving failing SEMAP indicators, and will assist in preparing a Corrective Action Plan (CAP).

All SEMAP performance indicators set a standard for a key area of Housing Choice Voucher Program management. PHAs are assessed against these standards to show whether the PHA administers the program properly and effectively. The following SEMAP certification was approved by the Board and submitted by DHA:

<i>As of 6/30/2020</i>					
Indicator #	CY2019	CY2020	Max Score	2020 Results	Program Area
1	15	15	15	50/50 = 100%	Wait list
2	20	20	20	33/33= 100%	Reasonable rent
3	20	20	20	219/231= 95%	Adj. income
4	5	5	5	Utility allowance	Schedule
5	5	0	5	Unable to schedule after March 2020 to complete due to CoViD-19 pandemic	QC Inspections
6	10	10	10	25/25 = 100%	Enforce HQS
7	5	5	5	Expand Housing Opportunities	Metro policy
8	5	5	5	Payment Standard	Schedule
9	10	10	10	3404/3405= 99.9%	Reexams
10	0	0	5	220/231= 95% (98% for 5 points. Score increased by 1% from FY19 score.	Rent calculations
11	5	5	5	524/524= 100%	Initial HQS
12	10	10	10	3081/3082= 99.9%	Annual HQS
13	20	20	20	97.66% Lease units/98.9% Budget Authority.	Leasing
14	10	10	10	94 filled: 70% w/escrow account	FSS
15	N/A	N/A	N/A	N/A	Deconcentration
Total Points	140	135	145	135	N/A
Total Percent	97%	93%	100%	93%	N/A

Note that regulatory waivers approved under the CARES Act would have allowed DHA to utilize the same SEMAP score from 2019 and apply it to 2020. DHA chose instead to utilize true 2020 scores.

Part III Program Activity

As of 6/30/2020

VOUCHER UTILIZATION – (3,114 vouchers)		
PROGRAM	VOUCHER CAP	LEASED
Housing Choice Voucher	N/A	2,275
Port outs	N/A	172
Homeownership	18	18
Shared Housing	8	5
Tenant Protection	69	68
Family Unification Program	105	84
Veterans Affairs Supportive Housing	25	24
Mainstream	78	5
RAD II	57	52
Project-Based Vouchers	290	244
Applicants Issued Vouchers	3,036	126
Applicants on Wait List	N/A	1,500
Total Subsidies Available	3,114	41
Total Subsidies Utilized	3,114	2,947
Utilization Percentage Rate	94.64%	

Part IV Countywide Snapshot

Fiscal Year	# DHA ACC Vouchers	# Vouchers via Portability	# HH Served	# People Served	# Disabled HoH or Co-Head	# Seniors 62+	# Children Under 18	# Veterans (VASH)	# Mainstream (MS5)
FY 2020 (07/01/19 06/30/20)	2554	515	3069	6920	1053	889	2715	23	2
FY 2019 (07/01/18 06/30/19)	2619	573	3192	7317	1100	939	2939	22	0
FY 2018 (07/01/17 06/30/18)	2220	467	2687	6055	919	805	2259	19	0

Part V Voucher & Program Funding Dispersion

At 6/30/2020

Location	# Families	# Landlords	Yearly Tenant Portion Total	Yearly HAP Subsidy Total	Yearly Amount to Location
Addison	128	43	\$ 395,940	\$ 1,084,093	\$ 1,480,033
Aurora	5	5	\$ 51	\$ 59,319	\$ 59,370
Bartlett	14	14	\$ 51,790	\$ 170,374	\$ 222,164
Bensenville	20	14	\$ 70,879	\$ 176,620	\$ 247,499
Bloomingtondale	23	19	\$ 102,549	\$ 195,682	\$ 298,231
Bolingbrook**	0	0	\$ 110	\$ 2,490	\$ 2,600
Burr Ridge	1	1	\$ 3,194	\$ 15,646	\$ 18,840
Carol Stream	226	75	\$ 710,609	\$ 2,047,587	\$ 2,758,196
Clarendon Hills	10	8	\$ 47,088	\$ 76,646	\$ 123,734
Darien	120	21	\$ 408,758	\$ 1,083,688	\$ 1,492,446
Downers Grove	54	42	\$ 218,359	\$ 472,218	\$ 690,577
Elmhurst	32	21	\$ 114,868	\$ 331,898	\$ 446,766
Glen Ellyn	125	42	\$ 493,192	\$ 1,054,477	\$ 1,547,669
Glendale Heights	209	118	\$ 814,229	\$ 1,905,903	\$ 2,720,132
Hanover Park	143	105	\$ 668,931	\$ 1,530,880	\$ 2,199,811
Hinsdale	4	2	\$ 16,780	\$ 23,826	\$ 40,606
Itasca	14	8	\$ 56,704	\$ 97,278	\$ 153,982
Lisle	108	56	\$ 362,268	\$ 950,612	\$ 1,312,880
Lombard	99	59	\$ 374,770	\$ 862,392	\$ 1,237,162
Naperville	578	205	\$ 1,789,229	\$ 5,578,671	\$ 7,367,900
Oak Brook	59	3	\$ 361,298	\$ 342,038	\$ 703,336
Oakbrook Terrace	1	1	\$ 5,578	\$ 6,722	\$ 12,300
Roselle	88	33	\$ 349,188	\$ 757,546	\$ 1,106,734
Streamwood	1	1	\$ 7,536	\$ 5,500	\$ 13,036
Villa Park	128	53	\$ 525,670	\$ 1,034,619	\$ 1,560,289
Warrenville	42	28	\$ 172,217	\$ 433,418	\$ 605,635
West Chicago	31	16	\$ 121,445	\$ 284,616	\$ 406,061
Westmont	46	28	\$ 185,091	\$ 374,810	\$ 559,901
Wheaton	222	70	\$ 843,748	\$ 2,140,025	\$ 2,983,773
Willowbrook	300	39	\$ 1,100,670	\$ 2,812,012	\$ 3,912,682
Winfield	11	8	\$ 38,583	\$ 114,001	\$ 152,584
Wood Dale	20	15	\$ 61,696	\$ 190,971	\$ 252,667
Woodridge	207	53	\$ 720,116	\$ 1,915,803	\$ 2,635,919
Grand Totals FY20 (07/01/19 - 06/30/20)	3069	1206	\$ 11,193,134	\$ 28,132,381	\$ 39,325,515

Grand Totals FY29 (07/01/18 - 06/30/19)	3192	1299	\$11,520,883	\$28,991,874	\$40,512,757
Grand Totals FY18 (07/01/17 - 06/30/18)	2687	1206	\$10,366,416	\$26,089,584	\$36,456,000
NOTE: DHA does NOT administer in: Aurora (Aurora Housing Authority); Batavia (Kendall Housing Authority); Geneva (Elgin Housing Authority); St. Charles (Elgin Housing Authority); Bolingbrook (Joliet Housing Authority). ** Families ported to Other Housing Authority after 07-18					

Part VI Total Number of ACC Units for DuPage Housing Authority

As of 6/30/2020

	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project - based	Tenant - based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled
# of units/ vouchers available	N/A	N/A	N/A	3,014	312	2,512	25	105	60
# of accessible units	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition

Chapter 4 CoViD-19 Pandemic

Part I Operational Changes

Background

An outbreak of a respiratory disease caused by a novel (new) coronavirus has as of this date been detected in over 200 countries world-wide, including in the United States. The virus has been named “severe acute respiratory syndrome coronavirus 2” (SARS-CoV-2) and the disease it causes has been named “Coronavirus Disease 2019” (“COVID-19”). On January 31, 2020, the Secretary of Health and Human Services declared a public health emergency for the United States to aid the nation’s healthcare community in responding to COVID-19. On March 13, 2020, the President declared the COVID-19 pandemic a national emergency.

The Federal Government is working closely with state, local, Tribal, and territorial partners, as well as public health partners, to respond to this public health threat. While various parts of the country are experiencing different levels of COVID-19 activity, all 50 states have reported cases of COVID-19 to the Centers for Disease Control and Prevention (CDC).

The COVID-19 pandemic presents significant challenges for HUD, our PHA and partners to continue to carry out HUD’s fundamental mission to provide decent, safe, and sanitary affordable housing for low-income families. Program operations have been severely impacted as DHA complies with critically important advisories and directives from public health professionals, including social distancing and other preventive practices that will slow the spread of COVID-19 and reduce the risk of exposure.

On March 27, 2020, the CARES Act was signed into law by the President, which authorizes over \$2 trillion in emergency assistance and health care response for individuals, families and businesses affected by the COVID-19 pandemic, and emergency appropriations to support Executive Branch agency operations during the COVID-19 pandemic. The CARES Act further provides HUD with broad authority, in the context of the current public health emergency, to waive statutes and regulations (except for requirements related to fair housing, nondiscrimination, labor standards, and the environment) for the Public Housing and HCV programs, IHBG program, and ICDBG program. HUD exercised its authority to provide PHAs, Indian tribes, and TDHEs with flexibility to adjust program practices where necessary to prioritize mission critical functions when normal operations are restricted and severely constrained, further prevent the spread of COVID-19, and mitigate the health risks posed by COVID-19 to PHA, Tribal, and TDHE staff, families, landlords, and their communities at large.

Note that the CARES Act also provides supplemental funding for the Public Housing and HCV programs as well as additional funding flexibilities with Operating and Capital funds for the Public Housing program. HUD will publish additional guidance describing the

eligible uses of these additional funds, the allowable fungibility between the Operating and Capital Funds, and the process by which HUD will distribute the funds for the public housing and HCV programs.

In-person assistance

Effective March 21, 2020, with a Gubernatorial Disaster Proclamation signed under Executive Order 2020-10, Illinois Governor JB Pritzker declared all counties in the State of Illinois as disaster areas in response to Coronavirus Disease 2019 (CoViD-19). Section 1 of that Order addressed *Stay at Home; Social Distancing Requirements; and Essential Businesses and Operations*.

With exceptions, all individuals living within the State of Illinois were ordered to stay at home or at their place of residence, non-essential businesses and operations were required to cease and activities and travel was prohibited. DuPage Housing Authority was considered an essential business under the order, but due to the health and safety concerns for our clients, and the requirement for our clients to shelter in place, our doors were closed to the public and our service delivery plan shifted to total remote access through telephones, US mail, email, faxes, messenger and 24hr drop box.

Office Hours

For the health and safety of staff, in-office hours were initially reduced to three (3) days a week, then as more information from *Centers for Disease Control and Prevention* (CDC) and the *IL Department of Public Health* (IDPH) about addressing the spread of CoViD-19 became available, staff in-office hours were adjusted back to the regular 5 days each week where they remain. Beginning in July 2020 clients will be able to be seen in office by appointment only and this is likely to continue into the foreseeable future unless new information becomes available to change that.

HUD Regulatory Waivers

Pursuant to the authority provided under the Coronavirus Aid, Relief and Economic Security (CARES) Act (Public Law 116-136), HUD waived and established alternative requirements for numerous statutory and regulatory requirements for the Public Housing program, Housing Choice Voucher (HCV) program, Indian Housing Block Grant (IHBG) program, and Indian Community Development Block Grant (ICDBG) program. These waivers provide administrative flexibilities and relief to public housing agencies (PHAs), Indian tribes, and tribally designated housing entities (TDHEs) in response to the COVID-19 national emergency.

With respect to the Public Housing and HCV programs, use of these waivers is at the discretion of the PHA; however, HUD strongly encouraged PHAs to utilize any and all waivers and alternative requirements as necessary to keep public housing and HCV programs operational to the extent practicable.

This notice also provided information on additional actions HUD took, including the temporary suspension of the Public Housing Assessment System (PHAS) and the Section Eight Management Assessment Program (SEMAP).

The following is a listing of waivers that DHA had available on June 30, 2020 to utilize in all programs in order to make the program easily assessible to all program participants and compliant in meeting regulatory requirements:

Item	Statutory and regulatory waivers	Summary of alternative requirements	Availability Period Ends	Did DHA implement waiver/ alternative requirement?	Date of DHA adoption
PH and HCV-1 PHA 5-Year and Annual Plan	Statutory Authority Section 5A(a)(1), Section 5A(b)(1), Section 5A(g), Section 5A(h) Regulatory Authority § 903.5(a)(3), 903.5(b)(3), 903.21	-Alternative dates for submission -Changes to significant amendment process	-Varies based on FYE 7/31/20	No	N/A
PH and HCV-2 Family income and composition – delayed annual reexaminations	Statutory Authority Section 3(a)(1) Regulatory Authority § 982.516(a)(1), § 960.257(a)	-Permits the PHA to delay the annual reexamination of income and family composition -HCV PHAs must implement HCV-7 for impacted families if they implement this waiver	12/31/20	Yes	3/27/20
PH and HCV-3 Annual reexamination Income Verification	Regulatory Authority § 5.233(a)(2) Sub-regulatory Guidance PIH Notice 2018-18	-Waives the requirements to use the income hierarchy, including the use of EIV, and will allow PHAs to consider self-certification as the highest form of income verification -PHAs that implement this waiver will be responsible for addressing material income discrepancies that may arise later	7/31/20	Yes	3/27/20
PH and HCV-4 Interim reexaminations	Statutory Authority Section 3(a)(1)	-Waives the requirement to use the income	7/31/20	Yes	3/27/20

	Regulatory Authority § 5.233(a)(2), 982.516(c)(2), 960.257(b) and (d) Sub-regulatory Guidance PIH Notice 2018-18	verification requirements, including the use of EIV, for interim reexaminations			
PH and HCV-5 EIV System Monitoring	Regulatory Authority § 5.233 Sub-regulatory Guidance	-Waives the mandatory EIV monitoring requirements.	7/31/20	Yes	3/27/20
PH and HCV-6 FSS Contract of Participation	Regulatory Authority § 984.303(d)	-Provides for extensions to FSS contract of participation	12/31/20	Yes	3/27/20
PH and HCV-7 Waiting List	Regulatory Authority § 982.206(a)(2) PIH Notice 2012-34	-Waives public notice requirements for opening and closing waiting list -Requires alternative process	7/31/20	Yes	3/27/20
HQS-1: Initial inspection	Statutory Authority Section 8(o)(8)(A)(i), Section 8(o)(8)(C) Regulatory Authority § 982.305(a), 982.305(b), 982.405	-Changes initial inspection requirements, allowing for owner certification that there are no life-threatening deficiencies -Where self-certification was used, PHA must inspect the unit no later than October 31, 2020.	7/31/20 10/31/20	Yes	3/27/20
HQS-2: PBV Pre-HAP Contract Inspections, PHA acceptance of completed units	Statutory Authority: Section 8(o)(8)(A) Regulatory Authority: §§ 983.301(b), 983.156(a)(1)	-Changes inspection requirements, allowing for owner certification that there are no life-threatening deficiencies -Where self-certification was used, PHA must inspect the unit no later than October 31, 2020.	7/31/20 10/31/20	No	N/A
HQS-3 Non-Life Threatening	Statutory Authority Section 8(o)(8)(A)(ii)	-Allows for extension of up to 30 days for owner repairs of	7/31/20	Yes	3/27/20

HQS - Initial Unit Approval	Regulatory Authority HOTMA HCV Federal Register Notice January 18, 2017	non-life threatening conditions			
HQS-4 Initial HQS - Alternative Inspections	Statutory Authority Section 8(o)(8)(A)(iii) Regulatory Authority HOTMA HCV Federal Register Notice January 18, 2017	-Under Initial HQS Alternative Inspection Option - allows for commencement of assistance payments based on owner certification there are no life-threatening deficiencies -Where self-certification was used, PHA must inspect the unit no later than October 31, 2020.	7/31/20 10/31/20	Yes	3/27/20
HQS-5 Biennial Inspections	Statutory Authority Section 8(o)(D) Regulatory Authority §§ 982.405(a), 983.103(d)	-Allows for delay in biennial inspections -All delayed biennial inspections must be completed as soon as reasonably possible but by no later than October 31, 2020	10/31/20	Yes	3/27/20
HQS-6 Interim Inspections	Statutory Authority Section 8(o)(8)(F) Regulatory Authority §§ 982.405(g), § 983.103(e)	-Waives the requirement for the PHA to conduct interim inspection and requires alternative method -Allows for repairs to be verified by alternative methods	7/31/20	Yes	3/27/20
HQS-7 PBV Turnover Inspections	Regulatory Authority § 983.103(c)	-Allows for PBV turnover units to be filled based on owner certification there are no life-threatening deficiencies -Allows for delayed full HQS inspection	7/31/20 10/31/20	Yes	3/27/20
HQS-8: PBV HAP Contract –	Statutory Authority Section 8(o)(8)(A)	-Allows for PBV units to be added	7/31/20	Yes	3/27/20

HQS Inspections to Add or Substitute Units	Regulatory Authority §§ 983.207(a), 983.207(b)	or substituted in the HAP contract based on owner certification there are no life-threatening deficiencies -Allows for delayed full HQS inspection	10/31/20		
HQS-9 HQS QC Inspections	Regulatory Authority § 982.405(b)	-Provides for a suspension of the requirement for QC sampling inspections	10/31/20	Yes	3/27/20
HQS--10 HQS Space and Security	Regulatory Authority § 982.401(d)	-Waives the requirement that each dwelling unit have at least 1 bedroom or living/sleeping room for each 2 persons.	Remains in effect one year from lease term or date of notice, whichever is longer	No	N/A
HQS-11 Homeownership HQS	Statutory Authority Section 8(o)(8)(A)(i), Section 8(y)(3)(B) Regulatory Authority § 982.631(a)	-Waives the requirement to perform an initial HQS inspection in order to begin making homeownership assistance payments -Requires family to obtain independent professional inspection	7/31/20	No	N/A
HCV-1 Administrative Plan	Regulatory Authority § 982.54 (a)	-Waives the requirement to adopt revisions to the admin plan	7/31/20	Yes	3/27/20
HCV-2 PHA Oral Briefing	Regulatory Authority § 982.301(a)(3) § 983.252(a)	-Waives the requirement for an oral briefing -Provides for alternative methods to conduct required voucher briefing	7/31/20	Yes	3/27/20
HCV-3 Term of Voucher - Extensions of Term	Regulatory Authority § 982.303(b)(1)	-Allows PHAs to provide voucher extensions regardless of current PHA policy	7/31/20	Yes	3/27/20
HCV-4 PHA Approval of Assisted Tenancy	Regulatory Authority § 982.305(c)	-Provides for HAP payments for contracts not executed within 60 days -PHA must not pay HAP to owner until HAP	7/31/20	Yes	3/27/20

		contract is executed			
HCV-5 Absence from unit	Regulatory Authority § 982.312	-Allows for PHA discretion on absences from units longer than 180 days -PHAs must not make HAP payments beyond 12/31/20 for units vacant more than 180 consecutive days	12/31/20	Yes	3/27/20
HCV-6 Automatic Termination of the HAP Contract	Regulatory Authority § 982.455	-Allows PHA to extend the period of time after the last HAP payment is made before the HAP contract terminates automatically.	12/31/20	Yes	3/27/20
HCV-7 Increase in Payment Standard	Regulatory Authority § 982.505(c)(4)	-Provides PHAs with the option to increase the payment standard for the family at any time after the effective date of the increase, rather than waiting for the next regular reexamination to do so.	12/31/20	Yes	3/27/20
HCV-8 Utility Allowance Schedule	Regulatory Authority § 982.517	-Provides for delay in updating utility allowance schedule	12/31/20	No	N/A
HCV-9 Homeownership Counseling	Statutory Authority Section 8(y)(1)(D) Regulatory Authority § 982.630, 982.636(d)	-Waives the requirement for the family to obtain pre-assistance counseling	7/31/20	No	N/A
HCV-10 FUP	Statutory Authority Section 8(x)(2)	-Allows PHAs to increase age to 26 for foster youth initial lease up	12/31/20	Yes	3/27/20
11b SEMAP	Regulatory Authority 24 CFR Part 985	PHA to retain prior year SEMAP score unless requests otherwise	HUD will resume issuing new SEMAP scores starting with PHAs with FYE dates of 3/31/21	No	3/27/20
12a Form HUD 50058	Regulatory Authority 24 CFR Part 908, § 982.158	-Waives the requirement to submit 50058 within 60 days	12/31/20	Yes	3/27/20

	Sub-regulatory Guidance PIH Notice 2011-65	-Alternative requirement to submit within 90 days of the effective date of action			
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Part II Ongoing Improvements; New Initiatives

Enhanced 24hr Dropbox

Mail, documents, packages and other items can be securely dropped off by clients 24 hours a day. The box is emptied twice daily, and items are delivered to appropriate staff.

Expanded Remote Servicing

DHA initiated use of Ring Video Doorbell, Zoom Meeting capabilities, increased client & landlord self-certification options and biennial unit inspections.

Online "Paperless" Processing

Program admission, annual & interim reexamination and move processes, along with document scanning, was expanded to allow for simple, user-friendly, 100% online all the time processing for clients and landlords who are comfortable with the technology. No special equipment is required and can all be conducted using an iOS or Android smart phone. This capability is expected to be operational in the first quarter of 2021.

Pending Improvements

The following is a partial list of major program enhancements planned, and expected to be operational by December 31, 2021:

- Security cameras – interior & exterior
- Laptops – to facilitate "work from home" capabilities
- iPad's – to assist in real-time system data entry
- Cell phones – updated devices for field staff
- Digital lobby signs – to provide continuous instruction and information to clients and other visitors
- Landlord recruitment module – to increase access capabilities to new landlords to participate
- Projector and screen for lower-level Training Room

Building + Maintenance Projects in motion or being considered:

- Space Planning + reconfiguration
- Windows
- Ceiling tile + Light fixtures
- Outside benches
- Water break service

Part III In Closing

The waivers implemented through this notice provide administrative relief and allow for alternative approaches to various aspects of DHA's operations. With this flexibility, HUD strongly encourages PHAs to continue using available funding to house families, keep families in their homes, and conduct critical operations that can be done remotely and safely.

Some critical functions for PHAs included issuing vouchers so families can find housing, processing Requests for Tenancy Approvals (RFTAs) so families can be approved to move into a unit, processing requests for portability moves, ensuring occupancy of Public Housing units, processing minimum rent hardship exemptions, and completing reexaminations for participants who have experienced a decrease in income.

HUD encouraged PHAs to apply the waivers authorized based on local circumstances and needs. HUD also encouraged PHAs to document and expeditiously implement plans for alternative procedures in order to provide stable housing for some of our country's most vulnerable families. Alternative processes may include electronic transmission of information to families, conducting briefings online, conducting conference calls, or using self-service features on the PHA's website if available, and providing business-reply envelopes or secure drop-box apparatuses for document or rent submission for assisted families that do not have access to the Internet.

PHAs and industry groups were encouraged to work together with each other and with HUD during this challenging time to share ideas on how these critical functions can continue in order to house families.

DHA determined that this was an opportunity to both simplify and expand services to our clients and plans to continue program improvements developed under waiver authority as a part of our ongoing day to day service delivery.