



Housing Opportunities Commission of Montgomery County

REPORT OF THE EXECUTIVE DIRECTOR

Chelsea Andrews
Executive Director

June 14, 2023

HOC AT-A-GLANCE: May 2023

May's highlights:

- HOC kicks off Strategic Planning process
- HOC honors Tony S. Davis Scholarship Award recipients
- HOC receives FY23 HUD grand
- HOC-WSSC Engagement
- Highlights from our Resident Services Division
- Updates from our Housing Resource Division
- Update from the Mortgage Finance Division
- Real Estate Development activities and updates

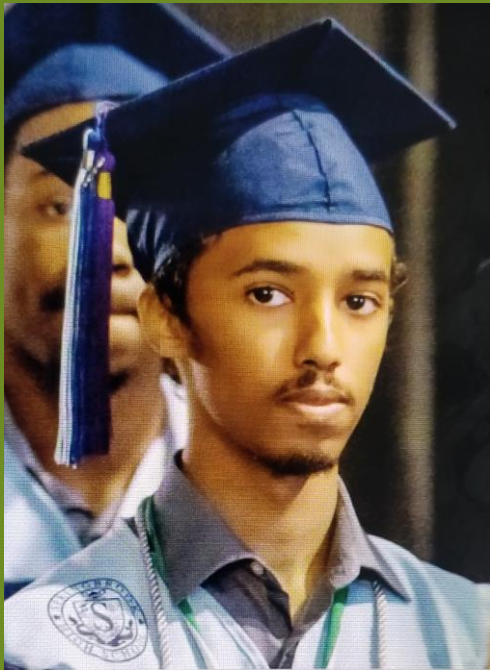


SPOTLIGHT ON: Five-Year Strategic Plan Kick Off

- HOC selected the firm Public Works to guide the agency through our five-year strategic planning process
- The strategic plan will outline the following:
 - Mission
 - Vision
 - Key Priorities
 - Goals
 - Objectives
- Public Works joined HOC's internal strategic planning team to firm up a planning outline and to learn more about HOC.
- Public Works also joined HOC Commissioners and leadership team for a meet and greet.



SPOTLIGHT ON: Tony S. Davis Scholarship Award Recipients



**Yasin Ibrahim, University of
Maryland Baltimore County**



**Siloe-Noah Ngaala Selebangu,
University of Maryland**



**Aviance Wall, University of
Maryland Eastern Shore**

SPOTLIGHT ON: HOC FY22 HUD Grant

- HOC receives HUD's Notice of Funding Opportunity (NOFO) for Fiscal Year ("FY") 2022 Continuum of Care Competition ("CoC") and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants for a total of \$4,111,879
- Resources will pay for McKinney Permanent Supportive Housing staff salaries, client rents, utilities and all expenses related to moving



SPOTLIGHT ON: HOC-WSSC Engagement

- HOC met with WSSC representatives on **May 23** to discuss renewed collaboration and engagement
 - Representative from Customer Service/Engagement, Utility Services, Real Estate Administration
 - Current projects reviewed to workshop open issues and raise other issues (i.e., unusually high water bills, abatement program, delinquent water bills)
 - Renewed collaboration will assist Real Estate Division with construction projects
- Renewed engagement will assist current residents with utility shut offs and delinquent utility bills
- Subsequently, WSSC conducted a workshop with HOC staff on **June 5** on a variety of resources available to assist customers with individual water bills, including accessing Financial Assistance with Water and Sewer Bills, along with conservation tips
- Information was posted on HOC's website as a resource for our customers and published in monthly newsletter



RESIDENT SERVICES UPDATE:

Service Coordination and Programming

Workshops:

- **May 17:** Facilitated Resource Sharing workshop
- **May 24:** Facilitated a Resource Sharing workshop

Resident Well Being:

- **Activities for Youth:**
 - **After-School Programs:** Safe Zones program at Cider Mill continued in May.



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Resident Well Being:

- **Activities for Youth and Families:**
 - **Meet and Greets:** Staff facilitated meet and greets featuring ice cream, activities, etc. Events designed to introduce/re-introduce counselors to residents and provide information on HOC programs.
 - **May 10:** Towne Center Place
 - **May 16:** Seneca Ridge
 - **May 26:** Residents on the Lane
 - **May 31:** Sandy Spring and Pond Ridge



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

- **Community Pop-Up Events:** Staff hosted a series of community pop-up and resource sharing events including:
 - May 12: Bauer Park
 - May 18: Stewarttown Homes
 - May 19: Paddington Square
 - May 24: Washington Square
 - May 25: Arcola Towers



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

- **Recreation:** Resident Counselors engaged in a range of recreational activities across our communities including:
 - **May 24:** “We’re Back, Ready to Serve,” Community event
 - **Community Engagement Bingo:**
 - **May 3:** Tanglewood
 - **May 4:** Magruders
 - **May 11 and 18:** Forest Oak Towers
 - **May 18:** Waverly House
 - **May 17:** Excursion Trip to Illusion Museum for residents from Forest Oak Towers



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Resident Well Being

- **Activities for Seniors:**
 - Arts for the Aging hosted several programs for seniors including:
 - **May 4 and 18:** “I’ve Got to Be Me: Portrait Fan” at Arcola Towers
 - **May 24:** “Moving with the World” at Waverly House
 - **May 25:** The Tacy Foundation hosted “Foundation Musical” at Waverly House



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Resident Well Being

- **Activities for Seniors:**
 - **Health and Wellness:** Diabetes Prevention Workshop series on **May 9, 16 and 13.**
 - **Food and Nutrition:** Manna Food Distribution and Senior Brown Bag Distribution were held at Residences at the Lane on **May 12.** Food Preservation 101 (Episode 2) Virtual Presentation held at Washington Square on **May 18.**



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

- The Resident Services Division continued to assist customers on an ongoing basis with relocations and other needs related to renovation projects at Residences on the Lane, Stewartown Homes, Shady Grove Apartments, Willow Manor Apartments, Bauer Park, Town Center Olney, Sandy Spring, Willow Manor and Georgian Court.
- Staff provided continued outreach and assistance to customers who have failed to submit all required documents for re-certification by the stated deadline.

RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

- Provided food and other resource support to 474 HOC customers through partnerships with: Manna Food Center, Emmanuel Brinklow Seventh Day Adventist Church, Montgomery County Senior Nutrition Lunch Program, Capital Area Food Bank's Senior Brown Bag, and My Groceries To Go Programs.
- Continued to facilitate the Senior Nutrition Program, which provides meals and opportunities for seniors to socialize.

RESIDENT SERVICES UPDATE:

HOC Academy (FOREST OAK)

Youth Education/Enrichment:

- HOC Academy staff hosted Mother's Day activities across several communities including:
 - **May 11:** Cider Mill
 - **May 12:** Forest Oak
 - **May 13:** Tanglewood
 - **May 14:** Paddington Square
 - **May 19:** Fenton Silver Spring



RESIDENT SERVICES UPDATE:

HOC Academy (PADDINGTON SQUARE)

Youth Education/Enrichment:

- HOC Academy staff hosted Mother's Day activities across several communities including:
 - **May 11:** Cider Mill
 - **May 12:** Forest Oak
 - **May 13:** Tanglewood
 - **May 14:** Paddington Square
 - **May 19:** Fenton Silver Spring

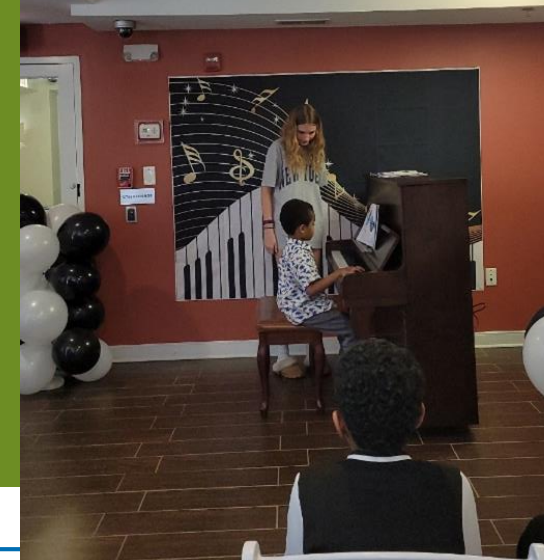
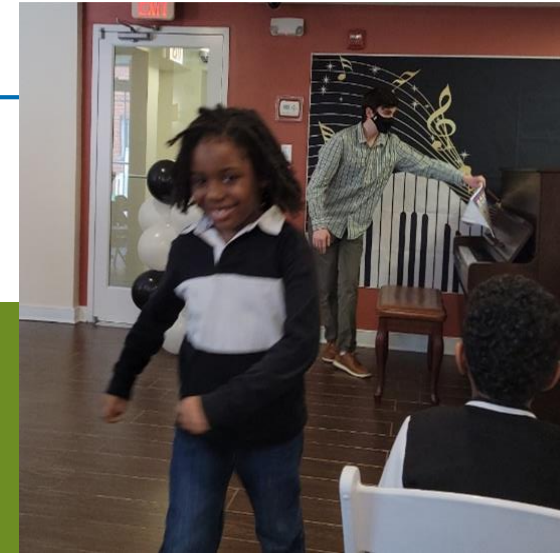


RESIDENT SERVICES UPDATE:

HOC Academy (TANGLEWOOD)

Youth Education/Enrichment:

- HOC Academy staff hosted Mother's Day activities across several communities including:
 - **May 11:** Cider Mill
 - **May 12:** Forest Oak
 - **May 13:** Tanglewood (in partnership with Tacy foundation)
 - **May 14:** Paddington Square
 - **May 19:** Fenton Silver Spring



RESIDENT SERVICES UPDATE:

HOC Academy (cont.)

Adult Education and Workforce Development:

- Small Business Strategy Course (“SBSC”) alumni milestones:
 - Current SBSC 2023 Cohort #1 completed 10-week course with six (6) participants completing their final business presentations on **May 9**.
 - HOC Academy staff at Stewarttown hosted a Workforce Development Mobile Event on **May 18**.
 - SBSC alumni Wane Mendoza hosted a grand opening event for his business Be Mighty Fitness, LLC, on **May 20**.
 - Tuition Assistance Program and Adult Education and Workforce Development program participants engaged with Montgomery College for a 25-hour Microsoft 365 training.



RESIDENT SERVICES UPDATE:

Financial Literacy

Financial Literacy Coach continued to work with HOC's customers and individuals on the Housing Path waitlist:

- Provided one-on-one financial literacy coaching to 22 HOC customers and five (5) individuals from the Housing Path waitlist.
- Facilitated financial literacy workshops: 10 HOC customers and three (3) individuals from the waitlist attended the workshops.



RESIDENT SERVICES UPDATE:

Supportive Services

- Program **served 237 participants** by conducting home visits with program participants, providing case management services, and paying rent and utilities.
- Continued to help Emergency Voucher recipients secure housing by providing housing location services, as well as financial assistance for application fees, security deposits, moving expenses and household items.
- Program staff continued to implement the Rent Supplement Program (“RSP”), which provides a shallow rental subsidy (up to \$600 monthly) to county residents, including a large number of seniors on fixed incomes.

RESIDENT SERVICES UPDATE:

Fatherhood Initiative

- **May 25:** Program graduated 16 fathers from the May cohort
- 26 fathers were enrolled for the cohort that will begin in June 2023



HOUSING RESOURCES UPDATE:

Housing Choice Voucher (“HCV”) Program

- Utilization rate has increased to 97%.
- Currently, 158 families with issued vouchers are searching for suitable units to rent; and 128 contracts are pending execution. Three hundred and five (305) families were selected from the HCV waitlist last month.
- During May, the Division received one request for a voucher extension beyond the initial 90-day period.



HOUSING RESOURCES UPDATE:

RENTCafé Used to Support Online Annual Recertifications

- HOC introduced use of RENTCafé to assist with annual recertifications.
- Customers with recertifications effective DATE, required to submit electronic annual recertifications.
- Overall, 315 of 360 customers submitted their paperwork electronically.
- One hundred and thirty-seven (137) customers were recommended for program termination effective DATE. The Resident Services Division worked in collaboration with the Housing Resources Division to assess client needs and to determine why recertifications were not being completed.

HOUSING RESOURCES UPDATE:

RENTCafé Used to Support Online Annual Recertifications (cont.)

Resident Services Counselors assisted 127 families with the recertification requirement and overturned the termination. Termination proceedings will continue for 10 families for the following reasons:

- 2 - Deceased
- 1 - Vacated unit
- 1 - Ported voucher to another PHA
- 6 - No Response

Housing Resources Division will continue to work collaboratively with Resident Services to assist customers facing termination

HOUSING RESOURCES UPDATE:

Emergency Housing Vouchers (“EHVs”)

HOC has an allocation of 118 Emergency Housing Vouchers.

- One hundred and one (101) families have successfully leased units.
- Eight (8) families with issued vouchers are searching for suitable units to rent.
- Staff are reviewing six (6) certification packets to determine program eligibility.
- HOC requested three (3) additional referrals from HHS for the EHV Program.



HOUSING RESOURCES UPDATE:

Family Self Sufficiency (“FSS”)

- This month FSS staff continued their recruitment efforts, with current enrollment consisting of 360 families.
- Five (5) new families enrolled into the FSS program this month, with three graduations occurring in May.
- Amongst the three graduates, earned income increased significantly, ranging from \$18,318 to \$37,440.
- The graduates obtained careers in the following fields: Clinical Assistance, Community Living Assistance, and Retail Operations Management.

MORTGAGE FINANCE UPDATE:

Sale of SFMRB 2023AB Bonds

- HOC's sale of the SFMRB 2023AB bonds was met with positive reception from both retail and institutional investors, with over four times as many orders as bonds available.
- Maryland retail orders were first priority, and made up 40% of all retail allotments.
- Overall yield for the bond issuance was 4.76% with closing scheduled for June 29, 2023.
- Kudos to Single-Family, Legal, as well as our Financial Advisor and investment banking teams for another successful sale of HOC bonds.



REAL ESTATE DEVELOPMENT UPDATE:

Sandy Spring Missing Middle Pilot Project

- Real Estate is actively seeking approval for a Missing Middle pilot project, a new infill housing development project consistent with the goals identified in the 2019 Missing Middle Housing study, Thrive Montgomery, and the ongoing Attainable Housing Strategies initiative.
- HOC staff conducted two (2) meetings with the general public prior to submitting an application for site plan approval.
- On April 26, 2023, the M-NCPPC Planning Board unanimously approved the following preliminary and site plan amendments:
 - **Preliminary Plan Amendment 11982180A**
 - **Site Plan Amendment 81982092A**
 - **Preliminary Plan 120220050**
 - **Site Plan 820220090**

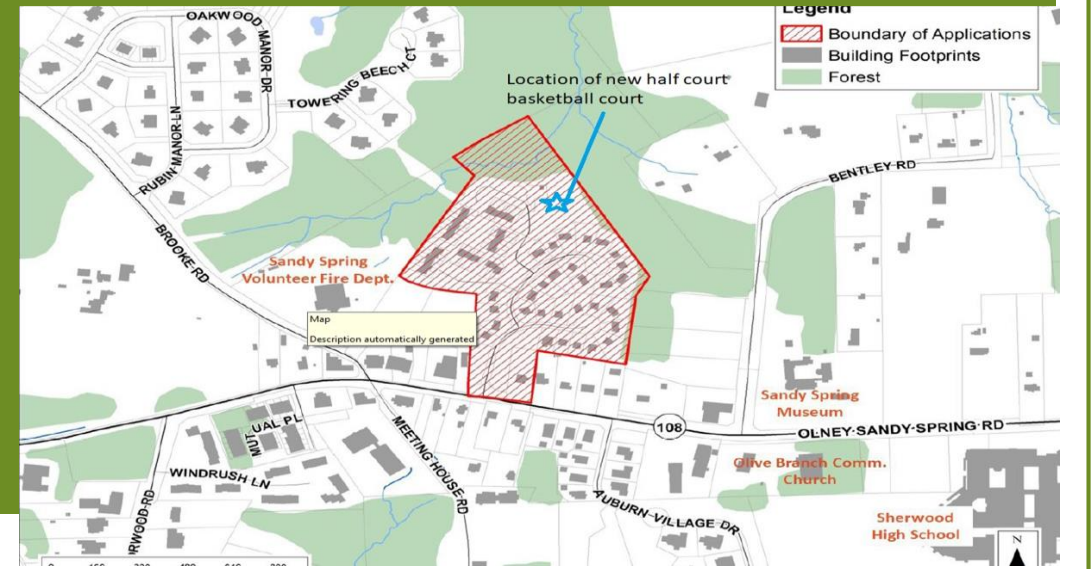
REAL ESTATE DEVELOPMENT UPDATE:

Sandy Spring Missing Middle (cont.)



Sandy Spring Meadow Update

- HOC recently completed a half court basketball court at Sandy Spring Meadow using a grant from a Capital Projects Grant from the Maryland Board of Public Works.
- HOC worked closely with the Office of Senator Craig J. Zucker on this project.
- Project received overall community acceptance.



REAL ESTATE DEVELOPMENT UPDATE:

FY23 Resilient Maryland Award

- HOC has been selected to receive an FY23 Resilient Maryland award, in the amount of \$100,000 for its Area of Interest (“AOI”) 1: Feasibility and Planning application submission, from the Maryland Energy Administration.
- Award funds were provided to help with feasibility analysis and preconstruction planning for the project.



EXECUTIVE DIRECTOR REPORT

THE END

