

**Housing Opportunities Commission of  
Montgomery County**

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**REPORT OF THE EXECUTIVE  
DIRECTOR**

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**Chelsea Andrews**  
Executive Director

September 14, 2022



## Resident Services Update: *Service Coordination*

- The Service Coordination Unit provides assessment, counseling, information, referrals and program services to HOC customers
- During the month of August 2022, staff continued to provide services virtually and in person
- Resident Counselors continued to engage with HOC customers to determine their needs

Highlights for August activities of resident counselors include the following:

# RESIDENT SERVICES ACTIVITIES: Cider Mill, Montgomery Village

- Cider Mill consists of 864 units with 40% (346 units) restricted to household with incomes at or below 50% of the area median income
- Met with staff from the Department of Health and Human Services' Street Outreach Network ("SON") to discuss the facilitation of safe zones at Cider Mill and other HOC properties
- Donated 100 backpacks to the Cider Mill Resident Association to assist with their school supply event
- Assisted Property Management staff in addressing rent delinquencies by conducting outreach, assessments, and providing referrals

# RESIDENT SERVICES ACTIVITIES: Stewartown Homes, Gaithersburg

- Stewartown Homes is a 94-unit townhome style family rental community with 100% of the units restricted under the low income housing tax credit program to serve families with incomes at or below 60% of the area median income
- Currently undergoing substantial renovation to be completed by December 2022
- Provided outreach to 55 families at Stewartown and connected them to a school supply event held at the Gaithersburg Church of Nazarene on August 26, 2022.

# RESIDENT SERVICES ACTIVITIES: Barclay Apartments, Bethesda

- Barclay is a 157-unit garden style apartments with 81 units (52%) serving households with income between 30-60% of the area median income and 81 units offered at market rates
- Facilitated a Coffee and Conversations meeting with new residents of Barclay Apartments
- The purpose of this event was to welcome new residents and to provide information on the property and available services



# RESIDENT SERVICES ACTIVITIES: Workshops

- Facilitated the Fundamentals of Housing workshops on August 17<sup>th</sup> and August 18<sup>th</sup>
- Facilitated resource sharing workshops on August 23<sup>rd</sup> and August 25<sup>th</sup>

# RESIDENT SERVICES ACTIVITIES: Resident Well Being

- Senior Brown Bag food distribution at Elizabeth House, in Silver Spring on August 5th
- In partnership with St. John's Church of Bethesda, facilitated the nutritional education and food distribution event at Waverly House in Bethesda on each Fridays during August
- Health assessments for upcoming Diabetes clinic to be held at Forest Oak Towers in Gaithersburg
- Virtual community bingo activity at Forest Oak Towers on August 11<sup>th</sup>

# RESIDENT SERVICES ACTIVITIES: Relocation, Re-Certification, and Rental Assistance

## Relocation and Re-Certification:

- Assisted customers on an ongoing basis with relocations and other needs for RAD and renovation projects
- Provided verbal and written translation services to customers who do not speak or read English at RAD and relocation meetings
- Provided outreach and assistance to customers who have failed to submit all required documents for re-certification by the stated deadline

## Rental Assistance:

- Provided face-to-face and electronic outreach and assistance to customers with applications for rental assistance programs





# Resident Services Update: *Programming*

The Resident Services Division develops and implements programming that provides meals, educational, recreational and enrichment opportunities for HOC's customers

- The Resident Services Division continued to provide food resources and other support, 400 HOC customers were provided with food
- Resident Services staff also continued to facilitate the Senior Nutrition Program, which provides meals and opportunities for seniors to socialize
- The Arts for the Aging Program hosted its monthly virtual activity
- Adults from Arcola Towers participated in a Campfire Sing-Along

The Resident Services Division facilitated a number of community events.

- The purpose of these events are to re-engage customers in HOC in-person programs, assess community needs and distribute school supplies.



# RESIDENT SERVICES ACTIVITIES

## *Community Events*

In order to re-engage customers in HOC in-person programs, assess community needs and distribute school supplies, Resident Services staff held multiple community events. Additionally, each location had:

- Backpacks and school supply distribution
- Community needs survey
- Information provided about programs and services
- Youth games and fun foods
- Meals provided

# RESIDENT SERVICES ACTIVITIES: Tanglewood Community Event and Book Reading Program

- **Awards** were given to the winners of the summer reading contest for the Tanglewood Book Reading Program
- **First prize** was won by the Tanglewood youth who read an impressive 22 books over the summer



# RESIDENT SERVICES ACTIVITIES: Magruder's Discovery Community Event



# RESIDENT SERVICES ACTIVITIES: Seneca Ridge Community Event



# RESIDENT SERVICES ACTIVITIES: Paddington Square Community Event





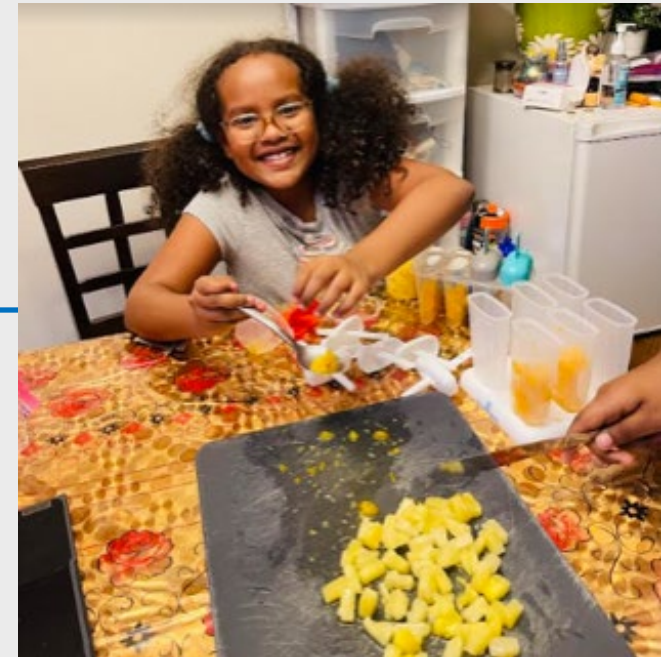
## Resident Services Update: *HOC Academy*

The program specifically focuses on education and enrichment for youth education and workforce development for adults.

Highlights for August activities include the following:

# RESIDENT SERVICES ACTIVITIES HOC Academy: K&M STEAMsational Program

The K&M STEAMsational Program is a summer educational and enrichment program for HOC youth which teaches the principles of science, technology, engineering, art and mathematics.





# RESIDENT SERVICES ACTIVITIES

## ESOC Academy: Adult Education and Workforce Development

August was a busy month for the Small Business Strategy Course (SBSC) Alumni from FY'22

- Five(5) individuals legalized their businesses
- One individual applied for a trade name
- One individual obtained an Employer Identification Number for her business
- One individual incorporated a new business



## Resident Services Update: *Financial Literacy*

- The Financial Literacy Coach continued to work with HOC customers and individuals on the Housing Path waitlist to create a financial foundation
- During August, the Financial Literacy Coach provided one-on-one financial literacy coaching to 12 HOC customers and nine (9) individuals from the HousingPath waitlist



## Resident Services Update: *Supportive Housing*

The Supportive Housing Program provides housing assistance and case management services to 239 participants who are formerly homeless and have disabilities. The program services some of the most vulnerable residents of the county. In August, program staff continued to conduct home visits with program participants, worked to submit required information for the HUD grant renewal process, and continued to help Emergency Voucher recipients to secure housing and provide financial assistance.

Program staff also continued to implement the Rent Supplement Program (RSP), which provides a shallow rental subsidy (up to \$600 monthly) to county residents who struggle to pay their full rent with their current income. The program serves a large number of seniors on fixed incomes.



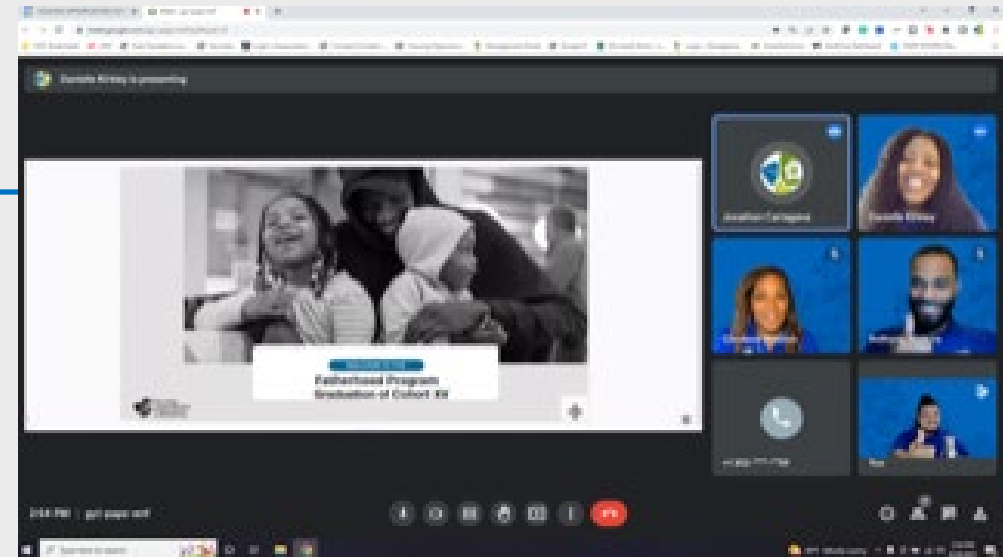
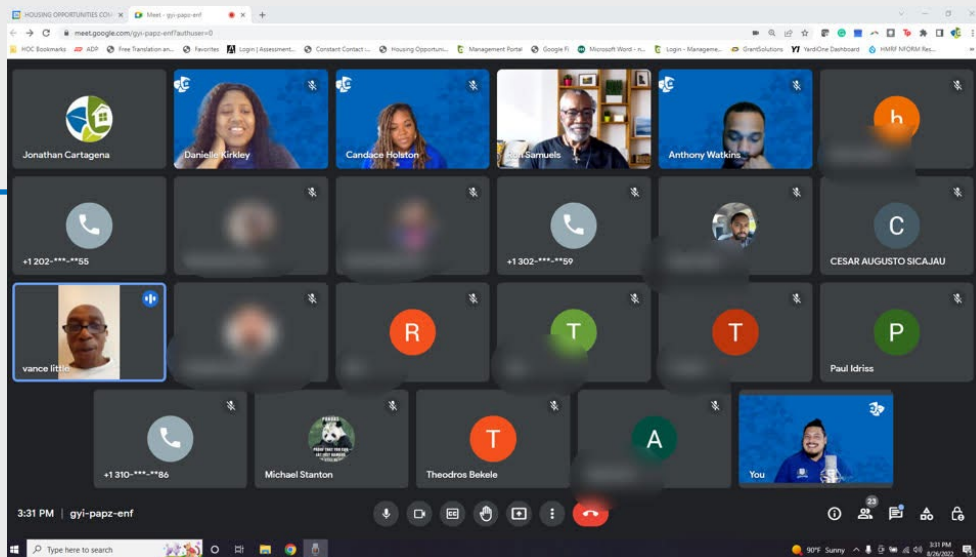
## Resident Services Update: *Fatherhood Initiative*

The Fatherhood Initiative is a national program funded by the U.S. Department of Health and Human Services. HOC is the first and only housing agency to be awarded a grant under the Fatherhood Initiative. HOC completed its first five-year grant as a 'best practice' model

The program provides parenting education, case management services, financial assistance for educational classes and training, and participation incentives.

# Fatherhood Initiative Graduation

- The Fatherhood Initiative held its final graduation of the grant year
- A total of **22 fathers graduated** and the program exceeded its enrollment target for the grant year (356) by enrolling **364 fathers**
- With the recent grant renewal, year three (3) will commence in October 2022



# RESIDENT SERVICES:

## UPCOMING AUGUST 2022 EVENTS

- **Washington Square Community Event**

- September 22, 2022
- 4:00 - 6:00PM
- In Person Event – STEM Activities, Community Assessment & School Supply Giveaway

- **Stewartown Homes Community Event**

- September 28, 2022
- 6:00 - 7:30PM
- In Person Event – STEM Activities, Community Assessment & School Supply Giveaway





# Housing Resource Division Update Housing Choice Voucher Program:

- Program utilization remains steady at 95%
- During the month of August, the Housing Resources Division received two (2) requests for voucher extensions beyond the initial 90 -day period
- Twenty-seven customers were recommended for program termination effective August 1, 2022
- The Resident Services Counselors conducted outreach to every customer in the termination window to ascertain why the annual requirement was not completed and provide assistance



# Housing Resource Division Update Family Self Sufficiency (“FSS”) Program

- Staff continues to engage and market the FSS program to Housing Choice Voucher participants by phone and virtual information sessions
- FSS Case Managers continue to work with customers on their long- and short-term self-sufficiency goals
- As of August 2022, two families graduated from the FSS program while another six families experienced an increase in their income
- The Action Plan is being presented to the Commission at today’s meeting for approval to submit to HUD





# Information Technology Division Update:

## ***Yardi PHA Client Portal for RENTCafe***

- Housing Choice Voucher (HCV) program participant utilization of the Yardi PHA Client Portal for RENTCafe has progressed steadily since its launch on July 11, 2022
- System enrollment response rate is 68.5%

## **Information Security Enhancement**

- IT has completed the initial phase of the new Arctic Wolf Managed Detection and Response (MDR) system implementation



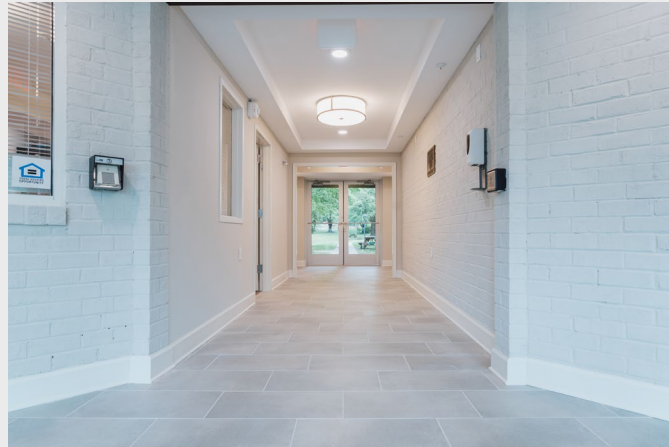
# Real Estate Update: Bauer Park Apartments Renovation

Bauer Park Apartments at 14635 Bauer Drive in Rockville started renovations in early September 2020 at the height of the Covid-19 Pandemic. After two (2) years of work and **over \$15.1MM in hard costs** to substantially **renovate 142 units** and provide for a **new Community Room and Leasing Center**, the project is nearly complete.

# REAL ESTATE: Bauer Park Apartments Renovation - Before



# REAL ESTATE: Bauer Park Apartments Renovation



# EXECUTIVE DIRECTOR REPORT

THE END