



Housing Opportunities Commission of Montgomery County

REPORT OF THE EXECUTIVE DIRECTOR

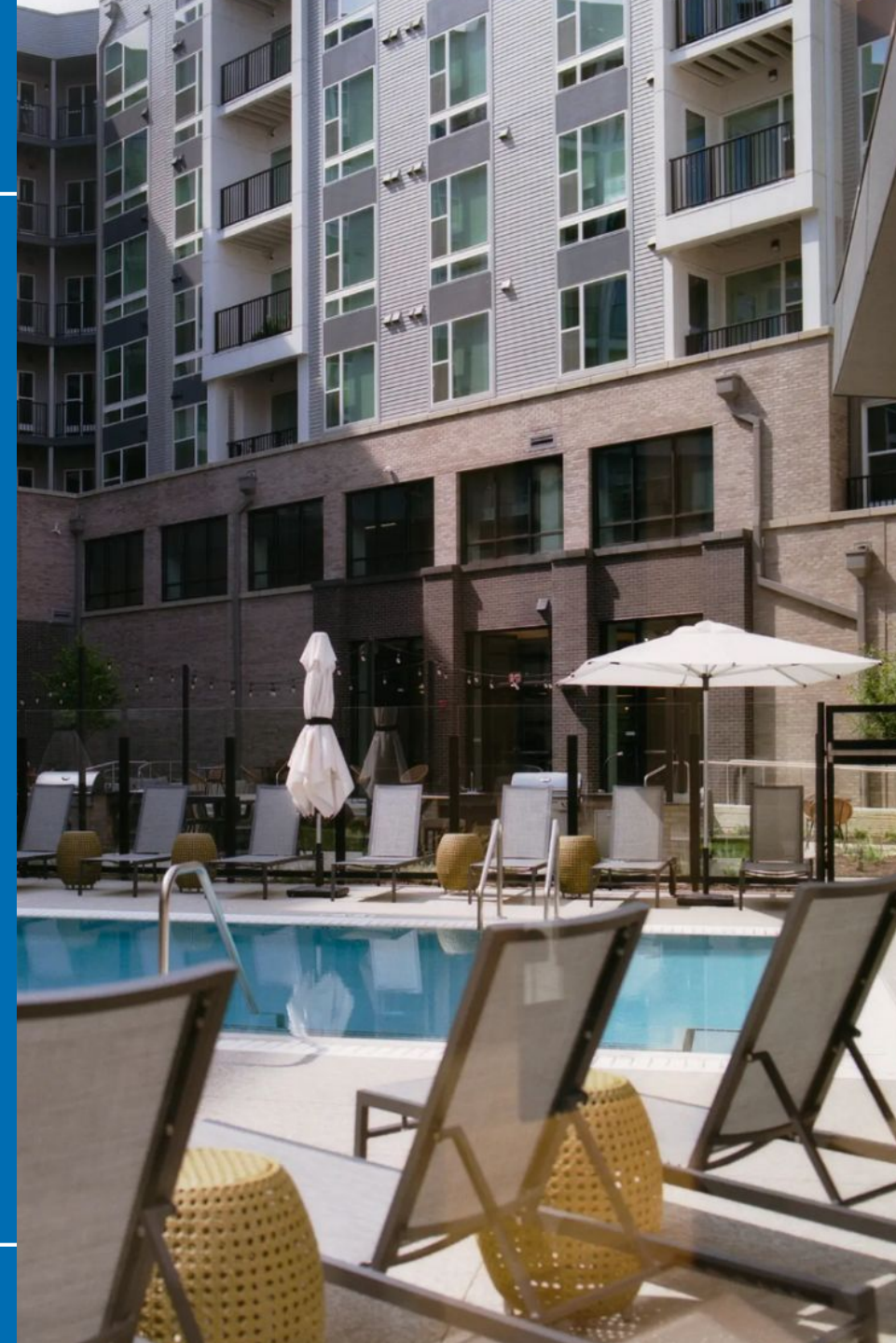
Chelsea Andrews
Executive Director

September 13, 2023

HOC AT-A-GLANCE: August 2023

August's highlights:

- HOC's New York Times Feature
- Strategic Plan Update
- Highlights from our Resident Services Division
- Updates from our Housing Resource Division
- Real Estate Development activities
- Property Management/Maintenance Update
- Mortgage Finance Update



HOC's NYT FEATURE:

- **Aug. 25:** New York Times ("NYT") published feature story on HOC
- NYT story generating local, national and international coverage
- Over 26 publications picked up stories on the HPF and/or the NYT feature
- NYT story and other details on the HPF, available on HOC website



FEATURED IN:



STRATEGIC PLAN UPDATE:

Stakeholder engagement included feedback from over 2,500 people

Stakeholder Interviews (50 people)

- Commissioners
- HOC leadership & staff
- County Executive & Council
- Partner agencies & organizations
- Nonprofit & business leaders

Surveys

- Customers: Residents, Voucher Holders, Waitlist Applicants
 - Available in English & Spanish
 - 1,760 respondents
- General Public
 - English & Spanish
 - 341 Respondents
- Staff
 - 120 Respondents

Town Halls

- Virtual: July 17, 2023 via Zoom
 - 140 participants
- In Person: July 18, 2023 at the Silver Spring Civic Center
 - Over 130 participants

Focus Groups

- African American Families
- Hispanic Families (with Spanish facilitation)
- Immigrant Families (with Spanish facilitation)
- Individuals on Housing Path Wait List
- Seniors and People with Disabilities

STRATEGIC PLAN UPDATE:

Next Steps



RESIDENT SERVICES UPDATE:

Service Coordination and Programming

Workshops:

- **August 15:** Facilitated Resource Sharing workshop
- **August 16:** Facilitated the Fundamentals of Housing workshop

Resident Well Being - Activities for Youth:

- **After-School Programs:** Resident Services' Street Outreach Network ("SON") continued to facilitate the Safe Zones program at Cider Mill. On **August 4**, staff provided support and resources at the Summer of Peace Event hosted at Plum Gard Recreation Center featuring programs, food, music, networking, resource sharing and giveaways.

RESIDENT SERVICES UPDATE:

Service Coordination and Programming
(cont.)

Community Pop-Up/Resource Events:

- August 1 - Tanglewood Apartments and Washington Square
- August 19 - HOC Academy's Annual Back to School STEM Festival
- August 20 - Stewarttown Homes
- August 23 - Towne Centre Place
- August 24 - Fenton Silver Spring



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Movie Night:

- Resident Services staff held a movie night at Washington Square on **August 9** featuring the popular kids movie “Spiderman: Into the Spiderverse.”

Field Trip:

- **August 15:** Staff hosted a field trip to the MoCo Agricultural Fair for residents at Fenton Silver Spring.



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Activities for Seniors: Arts for the Aging conducted the following activities at our communities:

- **August 2:** “Cooperation” at Waverly House
- **August 22:** Poetry event at Waverly House
- **August 24:** Movement activity at Arcola Towers

Health and Wellness Services:

- **August 1 and 3:** Craft and Chess at Waverly House
- **August 10 and 17:** Community Bingo at Forest Oak Towers
- **August 15:** Medicare/Medicaid Information Session at Forest Oak Towers
- **August 16:** Musical/recital at Waverly House
- **August 17:** Senior Fitness at Forest Oak Towers

RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Relocation and Re-Certification Assistance

- Assisted customers on an ongoing basis with relocations and other needs for RAD and 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.
- Conducted outreach to **83** residents who had not completed their re-certifications. Outreach was conducted via phone calls and emails.

Rental Assistance

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

RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

- Provided food and other resource support to 400 HOC customers through partnerships with: Manna Food Center, Nourish Bethesda, CKC Farm, Emmanuel Brinklow Seventh Day Adventist Church, Montgomery County Senior Nutrition Lunch Program, Capital Area Food Bank's Senior Brown Bag, My Groceries To Go Programs and the Maryland Emergency Food Program.
- Coordinated a range of program opportunities with third-parties to ensure customers reach their fullest potential (e.g, partnership with Univ. of Maryland's School of Nursing program to assist residents at Arcola Towers, Forest Oak Towers and Residents on the Lane. Student receive clinical and community nursing experience and older adults receive wellness programming at no cost).

RESIDENT SERVICES UPDATE:

HOC Academy

Youth Education/Enrichment

- **August 7-11:** Summer Camp
- **August 14-18:** Mad Science STEM Summer Camp
- **August 19:** Back-to-School STEM Festival



RESIDENT SERVICES UPDATE:

HOC Academy (cont.)

Adult Education and Workforce Development

- Small Business Strategy Course (“SBSC”) alumni continue to report their progress and new business ventures.
- One student, Cornelia Nguete, legalized her business “Pods and Patios, LLC” and is moving forward with her business plan.

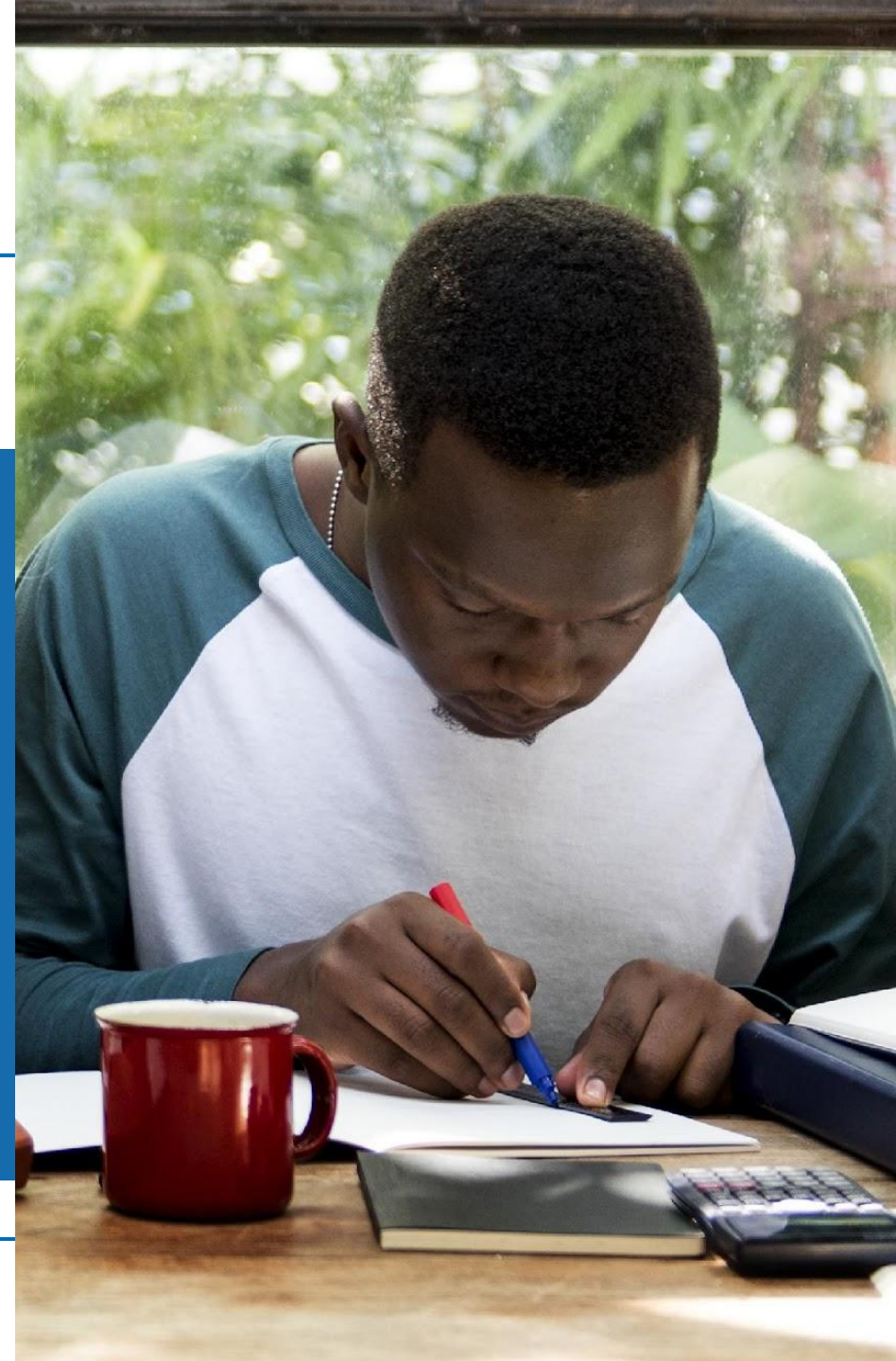


RESIDENT SERVICES UPDATE:

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 **21** HOC customers and **12** individuals from the Housing Path waitlist
- The financial literacy coach also facilitated financial literacy workshops: 2 HOC customers attended the workshops



RESIDENT SERVICES UPDATE:

Supportive Services

- Program **served 358 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

- HOC selected to participate in the “Fatherhood TIES” program
- **August 18:** Program graduated 35 fathers from the August cohort



HOUSING RESOURCES UPDATE:

Housing Choice Voucher (“HCV”) Program

- Currently, **111** families with issued vouchers are searching for suitable units to rent; and 155 contracts are pending execution
- **Two hundred (200)** families were selected from the HCV waitlist last month
- **Ten (10)** requests for voucher extensions beyond the initial 90-day period
- Two (2) extension requests warranted a referral to the Human Rights Commission and the Commission on Civil Rights for possible discrimination

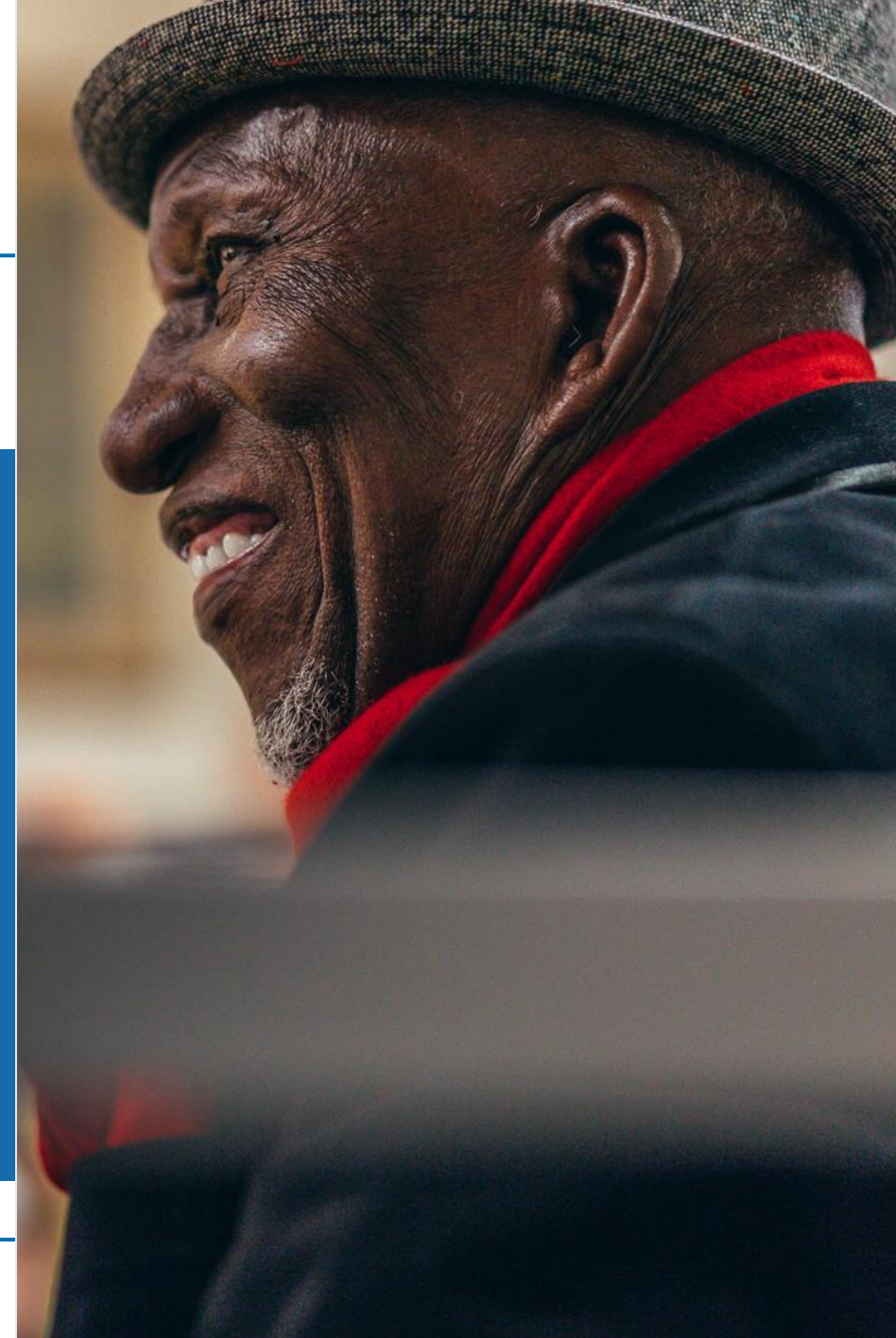


HOUSING RESOURCES UPDATE:

Emergency Housing Vouchers (“EHVs”)

HOC has an allocation of **118** Emergency Housing Vouchers

- **One hundred and three (103)** families have successfully leased units
- **Seven (7)** families with issued vouchers are searching for suitable units to rent.
- Staff are reviewing **three (3)** certification packets to determine program eligibility



HOUSING RESOURCES UPDATE:

Family Self Sufficiency (“FSS”)

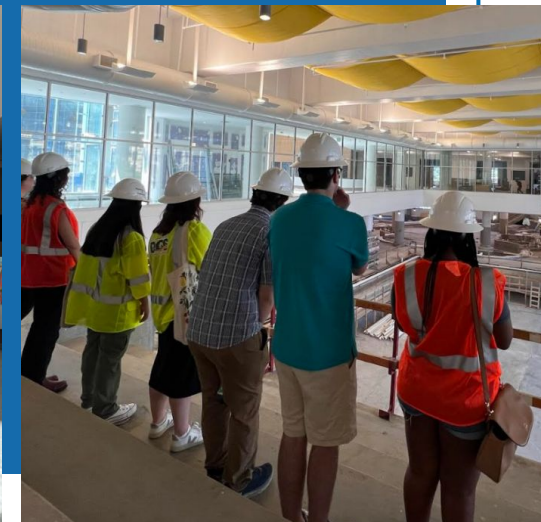
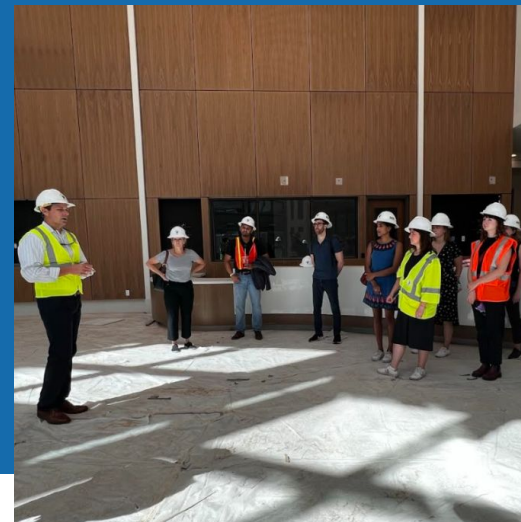
- This month FSS staff continued their recruitment efforts with current enrollment consisting of **354** families
- Twenty (20) new families enrolled into the FSS program this month, with four graduations occurring in August.
- Amongst the four graduates, earned income increased significantly, ranging from \$22,000 to \$63,668.
- The graduates obtained careers in the following fields: Substitute teaching, Retail food service, Nursing and Community Services Aide.



REAL ESTATE DEVELOPMENT UPDATE:

Property / Update

- **July 14:** RED team represented HOC in a joint tour of the South County Regional Recreational Aquatic Center and The Leggett with the Department of General Services and the Montgomery County Council's Summer Fellows.



REAL ESTATE DEVELOPMENT UPDATE:

Hillandale Gateway Early Start Work

- **July 24:** CBG Building Group, the general contractor for Hillandale Gateway, was given notice to begin Early Start Work. The Early Start Work is limited to the widening of Powder Mill Road and preparation of the Hillandale Gateway site for the planned vertical construction commencing in the spring of 2024.



REAL ESTATE DEVELOPMENT UPDATE:

Other RED News & Updates

HOC's Stewartown Homes Project Awarded "Platinum Excellence" Award

- Stewartown Homes project has been awarded a Platinum Excellence award by ABC Greater Baltimore's Excellence in Construction Program ("EIC"), The awards ceremony will take place at Baltimore Live Casino on October 12, 2023.

The Metropolitan Green Roof Repair

- The contractor has begun the final phases in connection with the green roof repair. CSI completed repairing the concrete in phase four and will be installing the waterproofing this week. Once all waterproofing is installed, CSI will perform the waterproof test to ensure we will have zero leaks.

EXECUTIVE DIRECTOR REPORT

THE END

