



Housing Opportunities Commission of Montgomery County

REPORT OF THE PRESIDENT

Chelsea Andrews
President

April 03, 2024

HOC AT-A-GLANCE: March 2024

March highlights:

- Women's History Month
- Three Prestigious Awards
- HOC in the Spotlight
- Highlights from our Resident Services Division
- Updates from the Housing Resource Division
- Real Estate Development Activities
- Maintenance Update



Women's History Month Spotlight: HOC Commission & HOCP Board Directors



PAMELA BYRD
HOC Commissioner



LINDA CROOM
HOC Commissioner



FRAN KELLEHER
HOC Commissioner



THERESA FINNEY-DUMAIS
Community Partners
Board Director/ Vice Chair



LEXAN MCDOWELL
Community Partners
Board Director



EILEEN M. FITZGERALD
Community Partners
Board Director



ALEXANDRA NASSAU-BROWNSTONE
Community Partners
Board Director

Women's History Month Spotlight: HOC Leadership Team



KAYRINE BROWN
Senior Executive Vice President



TIA BLOUNT
Vice President, Public Affairs and
Communications



ELAINE COLE
Vice President Human Resources/Chief
Human Resources Officer



DARCEL COX
Vice President, Compliance



LYNN HAYES
Vice President, Housing Resources



BONNIE HODGE
Chief Ombudsman Officer



AISHA MEMON
Senior Vice President, Legal Affairs/General Counsel



DAVIDA ROWLEY-BLACKMAN
Vice President, Resident Services

HOC IN THE SPOTLIGHT

Residences on the Lane

- Named “Best Affordable Apartment Community” by National Association of Home Builders

“How This Sleek Affordable Housing Project in Maryland Became a Reality”

- Fast Company report features HOC, HPF and The Laureate



HOC IN THE SPOTLIGHT

Government Finance Officers Association (GFOA)

- HOC again has received GFOA Distinguished Budget Presentation Award for its budget.
- The award represents a significant achievement by HOC as it reflects the commitment of the organization and our outstanding Finance Division to meeting the highest principles of governmental budgeting.
- This is the 18th time GFOA has recognized HOC's financial excellence.



RESIDENT SERVICES UPDATE:

Service Coordination and Programming

Workshops

- March 20: Fundamentals of Housing
- March 24: Resource Sharing

Resident Well Being

- Activities for Youth
 - Stewarttown Tutoring Tuesdays: Academic support for youth
 - Shady Grove Apartments & The Willows: STEM activities hosted by Community Services Foundation Inc.



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Resident Well Being

- Activities for Youth:
 - March 2, 9, & 16: Tanglewood Apartments Piano Pals



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Resident Well Being

- **Activities for Youth and Families:**
 - **March 5, 7, 12, & 14:** Paddington Square Playtime/Mommy group held social skills session activities
 - **March 12:** “Plant a Flower” day at Towne Center Place beautified the environment
 - **March 20:** Residents at Towne Center Place participated in bingo and an egg hunt event



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Resident Well Being

- **Activities for Youth and Families:**
 - **March 21:** Stewartown International Women's Day event held for residents
 - **March 25:** Residents at Magruder participated in spring themed activities
 - **March 26:** Bingo night was held for Magruder's Discovery and Paddington Square residents
 - **March 28:** Cider Mill residents participated in a virtual bingo contest

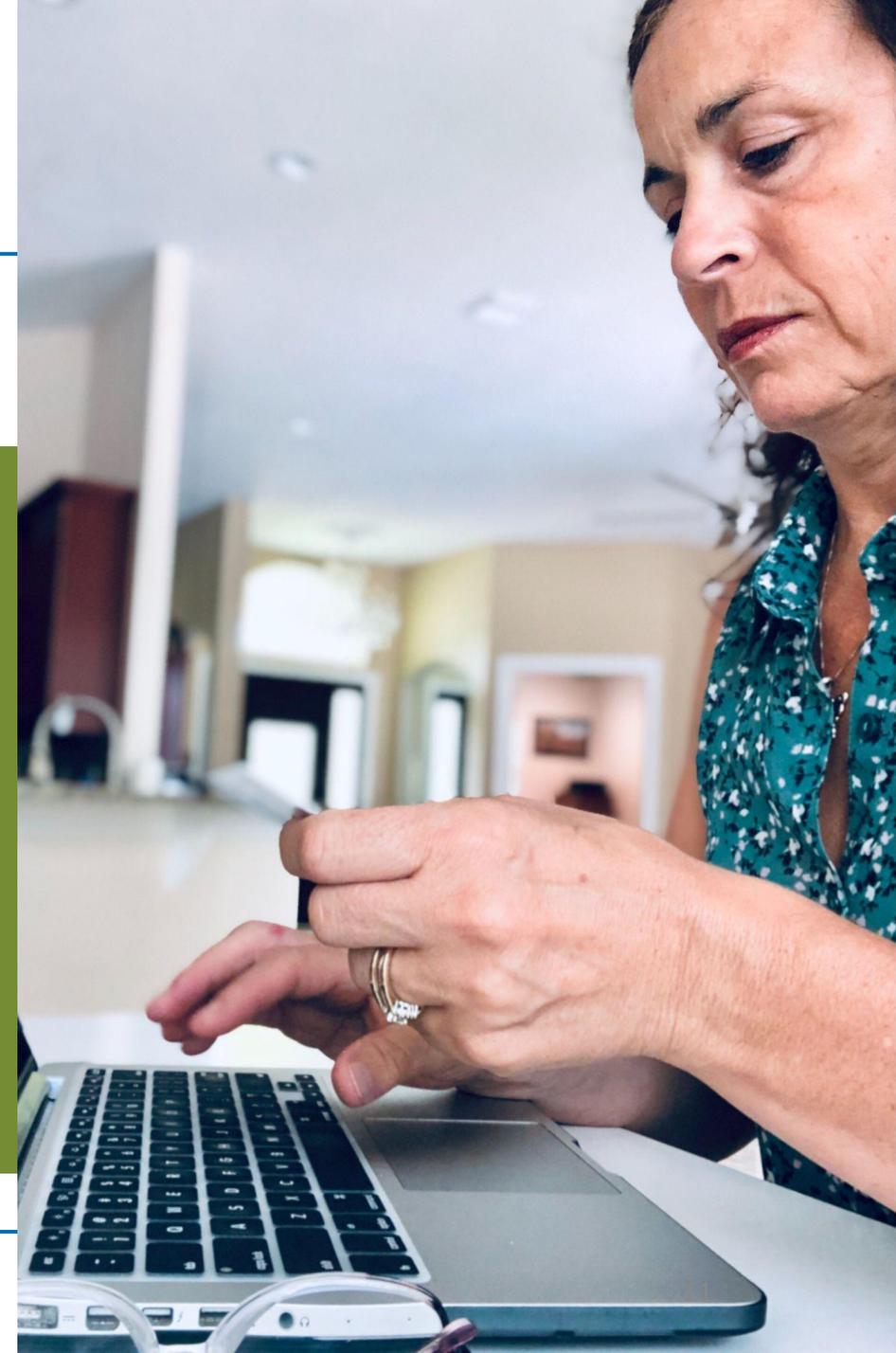


RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Resident Well Being

- **Activities for Seniors:**
 - **March 4, 11, 18, & 25:** Computer literacy classes offered to Arcola Towers residents
 - **March 5:** Bauer Park residents gathered for scarf distribution
 - **March 7:** Waverly House residents participated in arts and crafts event
 - **March 7 & 15:** Bingo held for Forest Oak Towers Community residents



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Resident Well Being

- **Activities for Seniors:**
 - **March 14:** Montgomery County Police Community Service Officer Katie Beard provided Arcola Towers residents with safety tips
 - **March 14:** Residents at Waverly House enjoyed a “Joy of Movement” event
 - **March 15:** Forest Oak Towers residents were a bit Irish at their St. Patrick’s Day get-together



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Resident Well Being

- **Activities for Seniors:**
 - **March 18:** Arts for the Aging event held for Bauer Park residents
 - **March 19:** Arcola Towers residents held community garden meeting
 - **March 19:** Waverly House students played classical music for residents

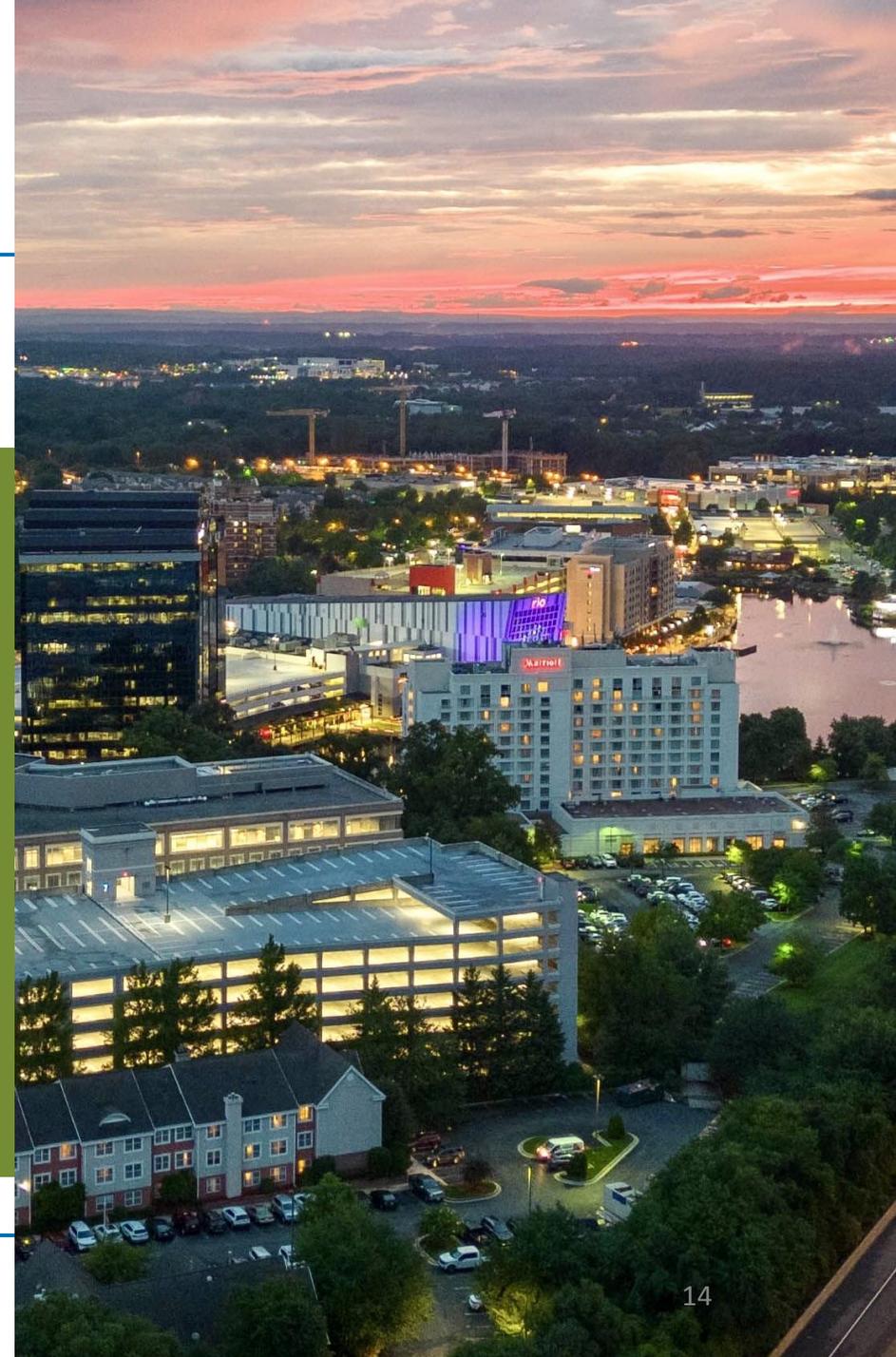


RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Resident Well Being

- **Activities for Seniors:**
 - **March 20:** Computer/smart phone workshop was held for Forest Oak Towers residents
 - **March 20:** Waverly House residents participated in the Bone Builders exercise program
 - **March 27:** Dish-washing bingo event was held for Waverly House residents
 - **March 27:** Bauer Park residents enjoyed a trip to Rio Lakefront in Gaithersburg



RESIDENT SERVICES UPDATE:

Service Coordination and Programming (cont.)

Resident Well Being

- **Health and Wellness Activities:**
 - **March 1 and 15:** University of Maryland nursing students conducted wellness workshops and blood pressure screening at Forest Oak Towers
 - **March 6:** Residents participated in yoga dancing at Residences on the Lane
 - **March 14:** Residents at Forest Oak Towers participated in HOC AFTA Music and Movement activity



RESIDENT SERVICES UPDATE:

Service Coordination and Programming

Relocation and Re-Certification Assistance:

- Assisted customers on an ongoing basis with relocations and other needs for RAD and renovation projects at Willow Manor Apartments at Colesville
- Counselors also 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.)

Food Assistance:

- Provided food and other resources to hundreds of residents at multiple events in conjunction with Manna Food Center, Emmanuel Brinklow Seventh Day Adventist Church, Capital Area Food Bank's Senior Brown Bag, Nourishing Bethesda and My Groceries To Go programs
- Facilitated the Senior Nutrition Program, which provides meals and nutrition education for seniors in a congregate setting



RESIDENT SERVICES UPDATE:

HOC Academy

Youth Education/Enrichment:

- **Elementary Initiatives**
 - Youth Enrichment Series after school clubs were active at Georgian Court, Tanglewood Apartments, Towne Center Place Olney and Washington Square
- **Middle/High School Initiatives**
 - **March 6:** Ninety five students participated in the Aviation Field Trip to Joint Base Andrews
 - **March 23:** Twenty three students attended the Day of Drones Middle and High School event in the HOC Kensington gym



RESIDENT SERVICES UPDATE:

HOC Academy (cont.)

Adult Education and Workforce Development (AEWD):

- **March 12:** Paradigm Companies hosted a monthly virtual employment opportunities session
- **March 21:** AEWD co-hosted a Resource Fair at Tanglewood Apartments for residents of Tanglewood, Manchester Manor and Spring Gardens. Participating vendors included Montgomery County Recreation, Montgomery College Educational Opportunity Center, The Ethiopian Community Center, Gilchrist Immigrant Resource Center and We Achieve, Inc.

RESIDENT SERVICES UPDATE:

Financial Literacy

Financial Literacy Coach continued working with HOC's customers and individuals on the Housing Path Wait List:

- Provided one-on-one coaching to **19** HOC customers and **one** individual from the Housing Path Wait List
- Facilitated workshops for **four** HOC customers



RESIDENT SERVICES UPDATE:

Supportive Services

- Program served **350** participants by conducting home visits, 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. **280** residents participated in the program

RESIDENT SERVICES UPDATE:

Fatherhood Initiative

- **March 22:** The program graduated **21** fathers from the March cohort
- **Twenty nine** fathers are enrolled in March



HOUSING RESOURCES UPDATE:

Housing Choice Voucher (HCV) Program

- Program utilization remains at a strong **98%**, above the target rate of 95%
- Currently, **76** families with issued vouchers are searching for suitable homes to rent, **156** contracts are pending execution and **150** families were selected from the HCV Wait List
- The Division received one request in March for a voucher extension beyond the initial 90-day period



HOUSING RESOURCES UPDATE:

RENTCafé Supporting Online Annual Recertifications

- Overall, **402** of **623** customers submitted paperwork electronically
- **Seventy** customers were recommended for program termination effective March 1, 2024. 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
- Resident Services Counselors assisted **58** families with the recertification requirement and overturned the termination. Termination proceedings will continue for **12** families who failed to respond to Counselor Outreach

HOUSING RESOURCES UPDATE:

Emergency Housing Vouchers (EHVs)

- HOC has an allocation of **118** Emergency Housing Vouchers
- **One hundred three** families have successfully leased using EHVs
- **Eleven** families have leased homes and exited the program
- **One** applicant is searching for a suitable home
- **Three** customers ported to other jurisdictions



HOUSING RESOURCES UPDATE:

Family Self Sufficiency (FSS)

- Current enrollment includes **363** participants
- **Two** participants graduated; one established employment with Montgomery County Public Schools, one as an independent hair consultant
- The FSS team conducted a homeownership workshop with a PNC Bank emerging markets loan officer; 55 customers participated in the event



REAL ESTATE DEVELOPMENT UPDATE:

RED on the Move

NAHB Award

- Residences on the Lane voted “Best Affordable Apartment Community” by the National Association of Home Builders in its Pillars of the Industry Award program

Wheaton Gateway

- HOC selected JDC Construction LLC as construction manager for Phase 1 of the Wheaton Gateway Development

A graphic for the NAHB Pillars of the Industry Awards. It features the text "NAHB MULTIFAMILY PILLARS OF THE INDUSTRY AWARDS" in a bold, sans-serif font. The text is positioned on the left side of a graphic that consists of several thick, parallel, black and white chevron-like shapes pointing to the right, set against a dark background.

NAHB
MULTIFAMILY
PILLARS OF THE
INDUSTRY
AWARDS

MAINTENANCE UPDATE:

Water Conservation Analysis

- HOC began a water efficiency and conservation study on **14** properties
- Study is being conducted by Water Management, Inc. to identify and evaluate facilities' water usage and identify conservation and cost-saving measures



PRESIDENT'S REPORT

THE END

