



*Georgia
Department
of Community
Affairs*

Rental Assistance Division 2009 Annual Summary



Housing Choice
VOUCHER PROGRAM

A message from our Division Director



It is my pleasure to present the Georgia Department of Community Affairs Rental Assistance Division, Housing Choice Voucher Program Annual Summary.

In 2008, we opened up the Tucker Office, which handles all ports. Our Athens office moved into a new facility. In 2009, we ended the Disaster Housing Assistance Program (DHAP) and issued at least 200 vouchers to families that were affected by Hurricanes Katrina and Rita in 2005. We also expanded the Homeownership Voucher which allows more participants to purchase homes.

Over 16,000 low-income families and individuals received housing assistance through the Housing Choice Voucher Program, which resulted in a higher quality-of-life for these families.

As a result of dedicated efforts of DCA staff, we were designated by HUD as a "High Performer" Housing Authority.

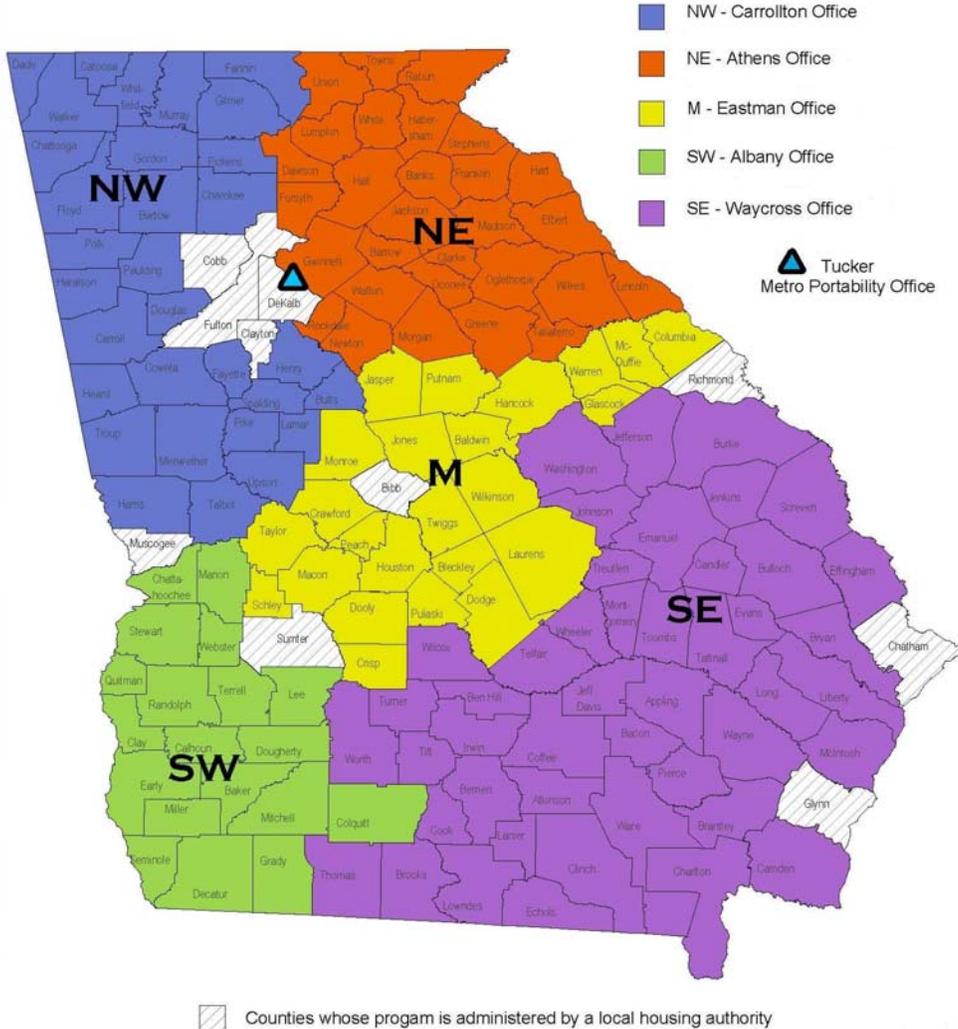
The annual summary highlights the remarkable accomplishments achieved in FY2009. I would personally like to thank and acknowledge all staff throughout the state that made this success possible.

Regards,

Michael Timm
Program Director

Rental Assistance Division

The Georgia Department of Community Affairs (DCA) Rental Assistance Division (RAD) administers the HCVP Program within 149 of the state's 159 counties. The 10 counties which DCA RAD does not administer are: Bibb, Chatham, Clayton, Cobb, DeKalb (Decatur), Fulton (Atlanta), Glynn, Muscogee, Richmond and Sumter. These counties are served by their own respective housing authorities. RAD has six (6) Regional Offices. Five Regional Offices handle our participants, the sixth office however, covers only participants that have ported to the 20 Metro Counties.



2009 Annual Conference

The Rental Assistance Division held its Annual Conference February 3-6 in Valdosta, GA. RAD Staff of 145 were in attendance. There were a lot of various trainings/topics including scanning, Fair Housing and retirement and savings. The conference concluded with HUD and Admin plan updates.



Highlights from the year ...

The Albany Regional Office filled four positions during this period. Jennifer Deese was our temp employee and was hired to fill the position of Receptionist. Dora Ross was hired to fill a processors position; she is currently tasked with the responsibility of managing the waiting list and doing a great job. The other two positions filled were the RCO and AA position. Both of the prior employees resigned within 30 days of one another for personal reasons. Constance Smith was hired as the RCO and has come into the position with lots of enthusiasm and energy and doing an excellent job. She will be attending a Fraud and effective interviewing course this year. Taneesha Beach was hired to fill the AA position and also performing her duties with dedication.

We had a mass replacement and upgrade of all the computers in the Albany Regional Office. We replaced 13 desktops and 1 laptop.

The installation of teleconferencing equipment has been a success. We now have the capability of teleconferencing with other regional offices and central office in Atlanta. This equipment will save the agency money and time by providing on-site training. This capability will also allow other state agencies access to the central office in Atlanta by saving travel time. An excellent customer service tool.

The Albany Regional Office opened the waiting list in every county in our region, taking in over 1200 applications. Briefings have been scheduled through the year in order to preclude a large influx of case load at any given time. This strategy has been working well for the office.

DCA has announced the new Customer Service Management Program. The three managers in the Albany office have been successfully trained on the new system. This is an excellent customer service tool by providing the opportunity for feedback.

During the annual charity drive aside from individual contributions, the Albany Regional Office conducted several fun events adding an additional \$166 to the SCCP.

The Albany Regional Office held 31 hearings, 24 for Fraud and 7 for Abuse. All hearings were upheld. Also noted, that during this period the Albany Office was without an RCO for six months due to the resignation of Antonio Qualls in April and the hire of Constance Smith in October.

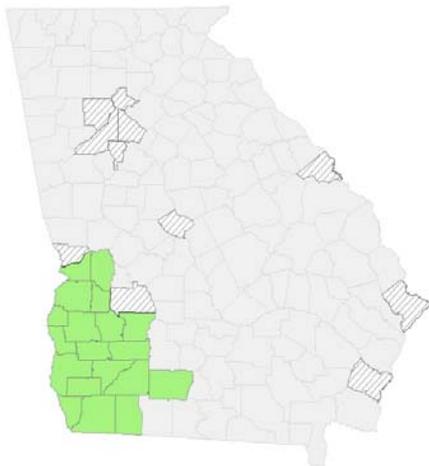
The Albany office had one tenant to become a homeowner. She used her voucher to purchase a home through the HCV Homeownership Program and NSP Program. This could not have happened without the continued efforts and dedication of Anitra Williams our FSS Coordinator.

Will Scheiderer
Regional Administrator

Staff Listing

Beach, Taneesha
Boone, Kimberly
Broxton, Janice
Busch, Deborah
Cagle, Donna A.
Carter, Teresa E.
Daniels-Williams, Anitra
Deese, Jennifer
DuBose, Rebecca
Evans, Tammy R.
Harris, Terry A.
Jones, Alberta
Kyles, Theresa
Miles, Ellen
Murphy, Jodia M.
Pierce, Walter
Rogers, Ginger
Ross, Dora J.
Scheiderer, Will
Shaw, Zenobia
Smith, Constance
Styles, Sharon
Webb, Cathy

Counties covered in the Albany Region



Albany Southwest Regional Office

*121 N. Front Street
Albany, GA 31702*

*Mailing address
PO Box 1248
Albany, GA 31702*

Phone: 229.430.4117 or 888.340.7069

Highlights from the year ...

The Athens Regional Office hired one new Housing Processor, Beth Carey. She is currently working a full case load and performing great in her position.

The Athens Office opened sixteen county waiting lists in 2009.

The Athens Regional Office relocated into our new space, 1061 Dowdy Road, Suite 201 in June 2009.

The Athens Regional Office continues to take a lead role in ensuring and promoting program integrity and compliance in the HCV Program. 82 repayment agreements were executed with program participants owing monies back to DCA for unreported income; 57 fraud hearings were conducted with 47 terminations upheld; 30 cases were submitted to the HUD OIG for criminal prosecution.

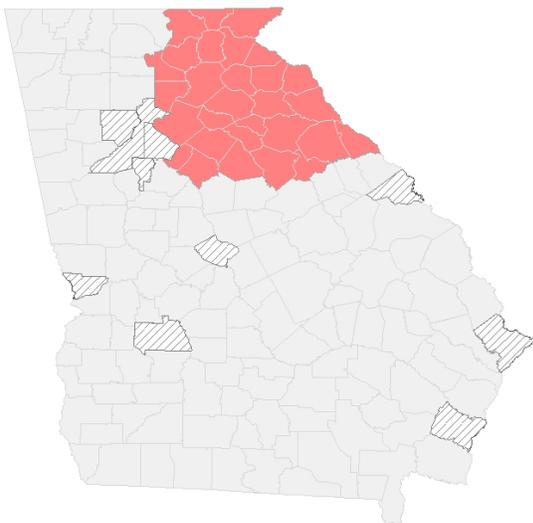
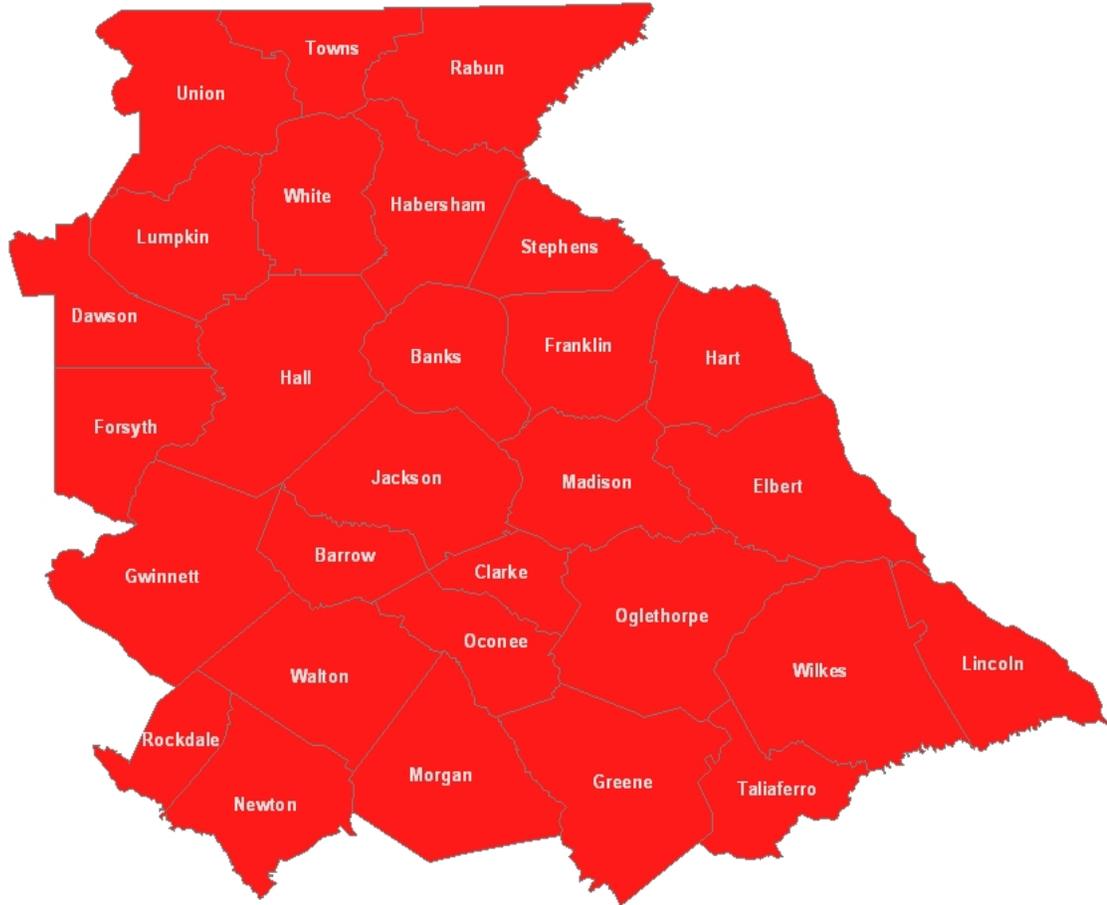
An Athens RAD goal is to develop a tool to measure file errors in order to provide clarification or determine where additional training is needed. In 2009 eight file review days were held and 960 files reviewed. This was 29% of the Athens RAD caseload.

Nancy Dove
Regional Administrator
Athens Regional Office

Staff Listing

Bearden, Stacey M.	Jones, Peggy C.
Bradshaw, Tammy	Kinney, Catherine
Carey, Beth	LaPalme, Cheryl A.
Colbert, Shakena	McElroy, Rosalind
Dean, Linda	McElroy, Veta
Dean, Tanita S.	McWhorter, Jason
Dove, Nancy	Mitchell, Stephanie
Edge, Jessica	Oglesby, Desiree Y.
Gelmini, Valerie	Smith, Tracie
Henson, C. Claudine	Smitherman, Thomas
Jackson, Janice	Tiller, Regina Y
Johnson, Kremell Y.	Toliver-Ehrhardt, Christina
Jones, Kevin M.	Whitted, Eugenia M.
Wiley, Glenda	

Counties covered in the Athens Region



Athens Northeast Regional Office

1061 Dowdy Road

Suite 201

Athens, GA 30606

Phone: 706.369.5636 or 888.318.0354

Highlights from the year ...

The Carrollton office had several big events and remarkable moments during the year of 2009. The management team hosted a workshop for the Marietta Housing Authority to aid in their recertification process. We issued 30 project based vouchers at Pineridge.

The Carrollton office opened 12 county waiting lists in 2009 between the months of April and June. We took approximately 400 applications and issued over 285 vouchers (all programs included).

Compliance Officer, Geoffrey Parker began to work closely with the HUD Inspector General and has several big cases pending to recoup funding. There were 18 fraud hearings, 16 were upheld and 20 abuse hearings, 14 were upheld. The Carrollton office executed 37 Promissory Notes for unreported income and terminated 37 participants for fraud.

Carrollton office staff changes include hiring Administrative Assistant, Brenda Zachery on April 16th. She was with the Department of Agriculture for several years. Melanie Noah was transferred from scheduling/port processor to the housing processor for Carroll County. Sharon Garner retired after ten years of service. Linda Evans won an Exceeding Excellence Award for customer service, and received the Governor's Commendation for Excellence in Customer Service. Receptionist Eva Barber was promoted to Housing Processor. Sonji Greene-Prothro successfully completed Housing Counseling and Education Techniques. Sonji Greene-Prothro assisted 6 closings under the Homeownership program and heavily recruited HCV participants for FSS. Several housing processors had an opportunity to observe field inspections with the FHC staff.

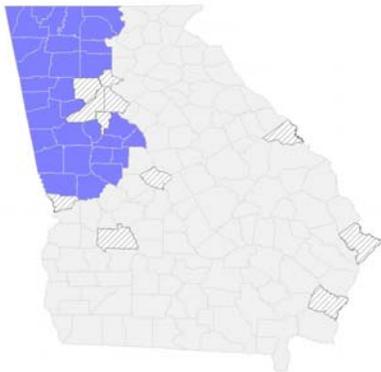
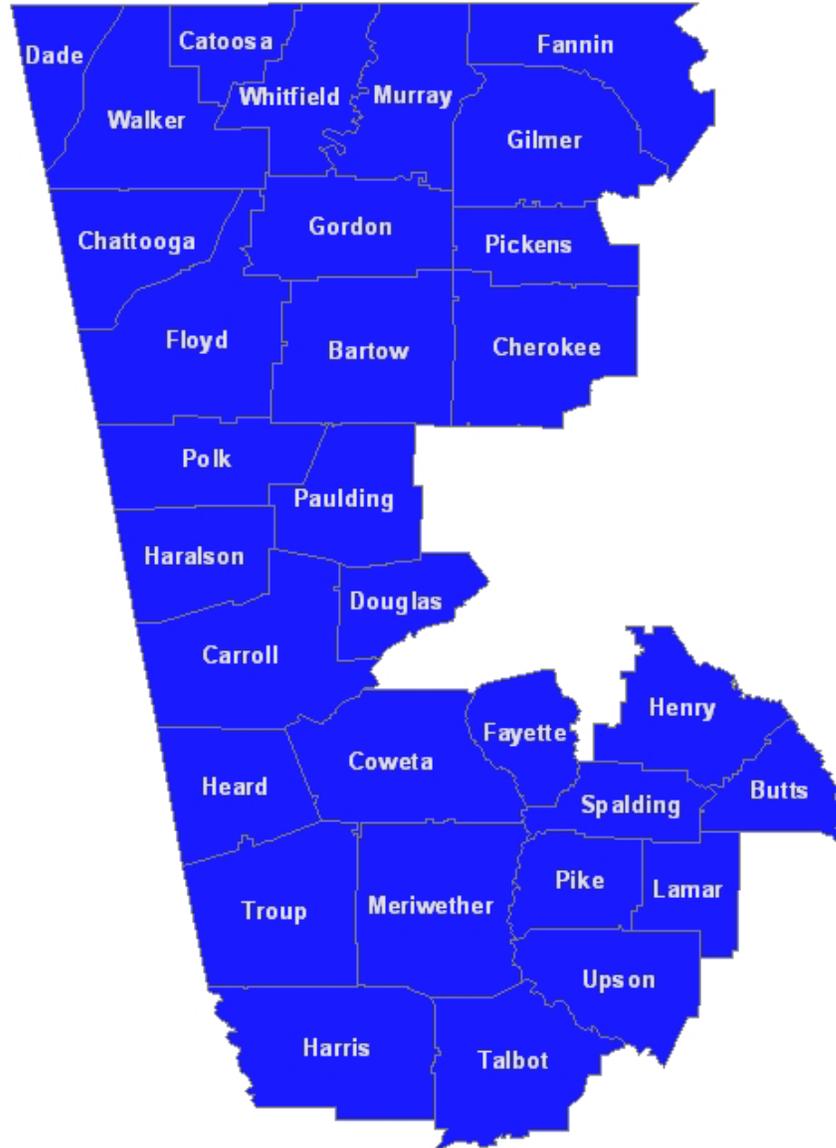
During the Annual Conference Dwan Wright was recognized for 5 years of service to DCA.

LaRuth Holloway
Regional Administrator

Staff Listing

Abney, Jeffery	Nunis, Jacqueline G.
Alexander, Amy H.	Oliver, Lisa
Allen, Sharon	Parham, Tarla Y.
Barber, Eva	Parker, Geoffrey
Coleman, Ebony	Pitts, Verenda
Evans, Linda	Reese, Kimberly
Greene-Prothro, Sonji V.	Reid, Leigh A.
Harrison, Jurell	Roberts-Polk, Stephine
Holloway, T. LaRuth	Rowland, Kate
LeBlanc, Sabra V.	Thomas, Natasha C.
Loveless, Karen	Walker, Pansy J.
Lucas, Linda	Wright, Dwan A.
Noah, Melanie	Zachery, Brenda

Counties covered in the Carrollton Region



Carrollton Northwest Regional Office

*185 Parkwood Circle
Carrollton, GA 30117*

Phone: 770.830.2600 or 888.340.4481

Highlights from the year ...

The Eastman Office received an additional 104 HUD Veteran Affairs Supporting Housing (VASH) vouchers to Veterans in Dublin. The total number of VASH vouchers is now 139. 41 are under contract. The HUD VASH program combines HUD HCV rental assistance for homeless veterans with the case management and clinical services provided by the Veterans Affairs at its medical centers and in the community.

We also received 5 Project Based Vouchers in Peach County and they are under contract. Four new participants became Homeowners.

The Eastman office executed 37 promissory notes with participants for unreported income, terminated 114 tenants for fraud, conducted 36 hearings for fraud and 32 were upheld, 4 overturned. 14 hearings were conducted for abuse and 10 were upheld and 4 overturned.

We were successful in having 32 program participants and 3 Landlords were arrested for program fraud in the Eastman office jurisdiction. The amount of restitution involved is \$317,245.00.

Our newest Family Housing Counselor completed the required rent calculation and Housing Quality Standards course.

Five employees were recognized for their years of service with DCA Rental Assistance. Sherri McCook—20 years, Patti Kimbell—15 years, Angela Pound—10 years, Miranda Wright — 10 years, and Gloria Clay— 5 years.

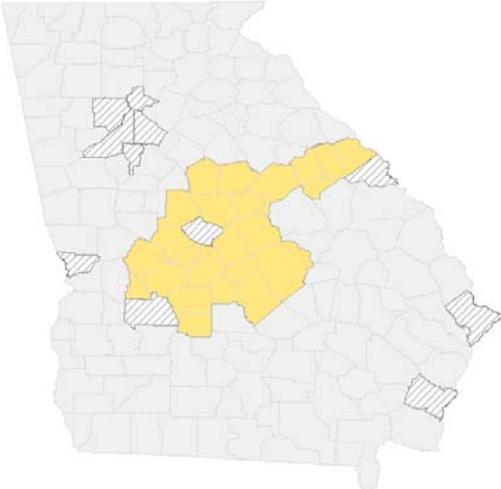
The Eastman Office expanded their existing office space to accommodate staff growth since moving to the building in 2005.

Brenda Currie
Regional Administrator

Staff Listing

Barden, Nicky E.	Hines, Detrua
Clay, Gloria H.	Hodge, Karen E.
Colbert, Marvin	Johnson, William "Ken"
Coursey, Kathy	Jones, Wanda B.
Culverhouse, Donna	Kimbell, Patti D.
Currie, Brenda	Mazza, Bradley A.
Dowdy, Brandy L.	McCook, Sherri E.
Dowdy, Kellie C.	Oxford, Misty
Fluellen, Alicia	Pinkston, Willie
Flynn, Donnetta J.	Pound, Angela N.
Graham, Trenetta	Rogers, Allison M.
Grimes, Sandra H.	Shinholster, Tunka
Hatcher, Henry	Wright, Miranda

Counties covered in the Eastman Region



Eastman Middle Regional Office
21 Industrial Blvd.
Eastman, GA 31023

Phone: 478.374.6962 or 888.340.6112

Highlights from the year ...

The Tucker Regional Office has completed its first year of operation. FY2009 was an exciting year for all staff members whether they were administering portability vouchers, supporting various regional office endeavors or making sure we were on solid financial footing. Rental Assistance Payments made on behalf of the 424 families that ported in totaled more than \$2.2 million dollars.

The Tucker staff continues to grow as does the caseload of administered Ports. Elise Kuvach and Rasheada Owens transitioned from conducting DHAP case management to Housing Choice Voucher Family Housing Counselors. They joined current FHC's Valencia Jordan and Ayisha Williamson. Ella Gee and Kristen Evans were promoted from Receptionists to Housing Processors. Stella Jackson continues her outstanding work as the first point of contact for all families porting in to DCA's jurisdiction. Antonit Cooper ensures paperwork and payments are processed as the main point of contact for families porting out of our jurisdiction. Krista Mitchell wears many hats as the office's FOM, OM as well as RCO during this time of growth. Sauncerae Cameron assists the office in many endeavors including fraud investigation as the office's Administrative Assistant.

Mary de la Vaux, Gary Moseley and Lynn Spring work on a varied array of projects all designed to keep RAD focused on reporting excellence while supporting the division's mission of providing safe, sanitary and decent housing.

Algernon Roberts continues to support the division's Homeownership effort as the first point of contact for voucher holders interested in purchasing their own home. In addition, she serves as the division's Benevolent Fund coordinator.

Bill Boswell and his accounting staff consisting of Francis Chanda, Alma Greene-Parker, Nora Pierce and Leslie Smith remain housed in the Tucker Regional Office but report to Media Osayi, in the Administration Division. They are responsible for tracking all incoming and outgoing payments, financial reporting to HUD and RAD budget information.

The Tucker Regional Office won the "Admin Plan or Not" competition at the 2009 state-wide RAD Spring Conference.

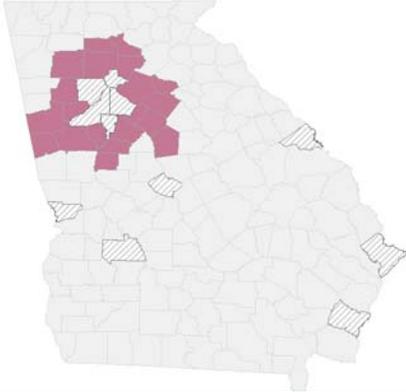
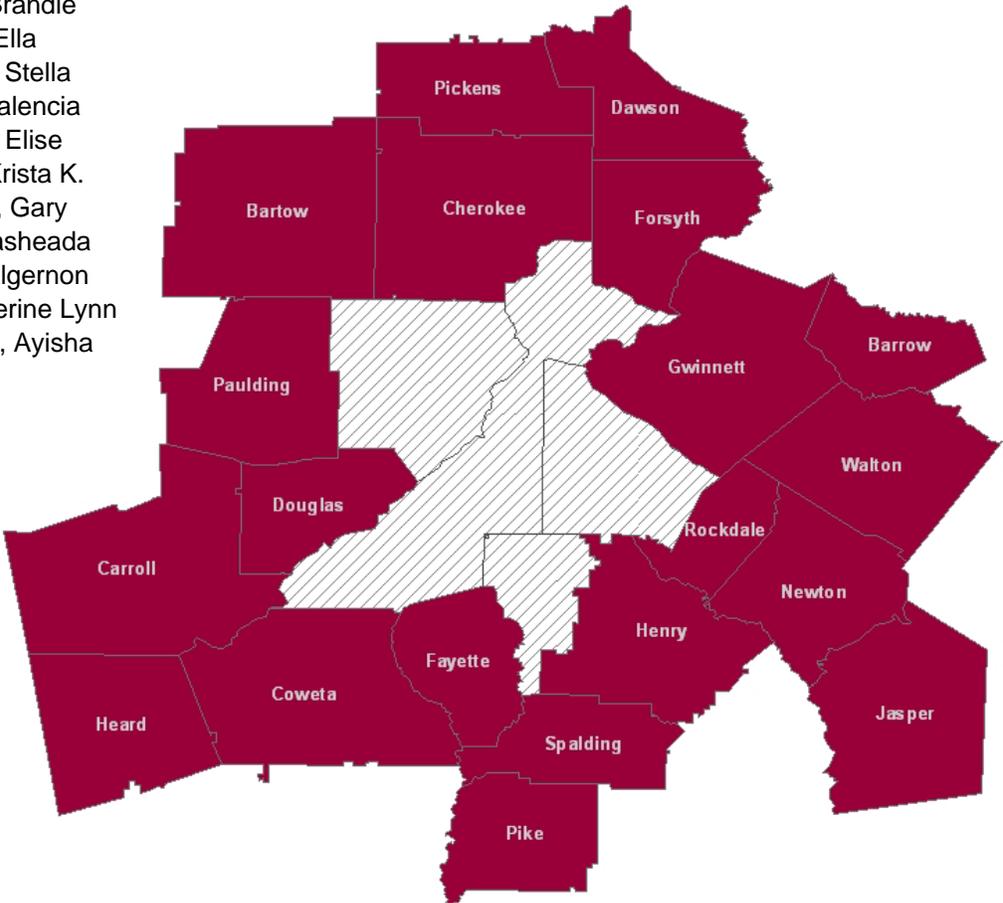
As a direct result of the hard work of each staff member, the office earned an outstanding 100% on its first ever SEMAP Audit. Thank you for a wonderful year and look forward to many, many more!

Brandie Garner
Regional Administrator
Tucker Regional Office

Staff Listing

Cameron, Sauncerae
 Cooper, Antonit
 de la Vaux, Mary E.
 Evans, Kristen
 Garner, Brandie
 Gee, Ella
 Jackson, Stella
 Jordan, Valencia
 Kuvach, Elise
 Mitchell, Krista K.
 Moseley, Gary
 Owens, Rasheada
 Roberts, Algernon
 Spring, Katherine Lynn
 Williamson, Ayisha

Counties covered in the Tucker Region



Tucker Regional Office (Portability)
 2260 Northlake Parkway
 Suite 300
 Tucker, GA 30084

Phone: 770.414.3261 or 886.506.0949

Highlights from the year ...

In 2009 the Waycross office continued to assist the housing needs of families in the region, increasing production by 75 units.

Additions and changes to our staff include one retirement, the hiring of Administrative Assistant Alana Peebles and Receptionist Marlana Cason, and the promotion of Nikki Crews to the Regional Compliance Officer position.

Cross-training among support staff made for a smooth transition into different work assignments as the year progressed.

Eight participants in the Family Self Sufficiency program successfully completed their goals and have exited the program.

The Homeownership voucher program saw five families purchase homes, and we expect more in the coming year.

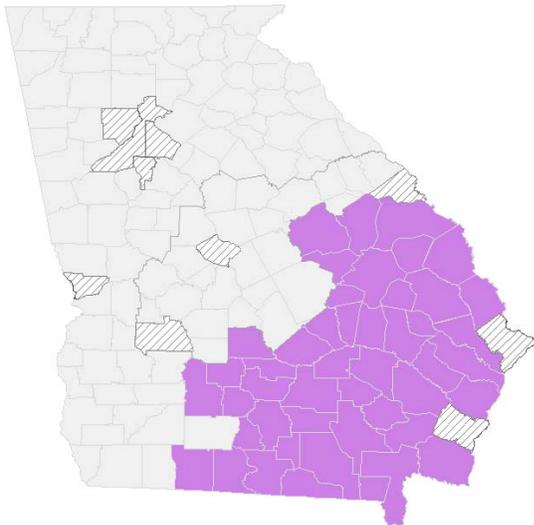
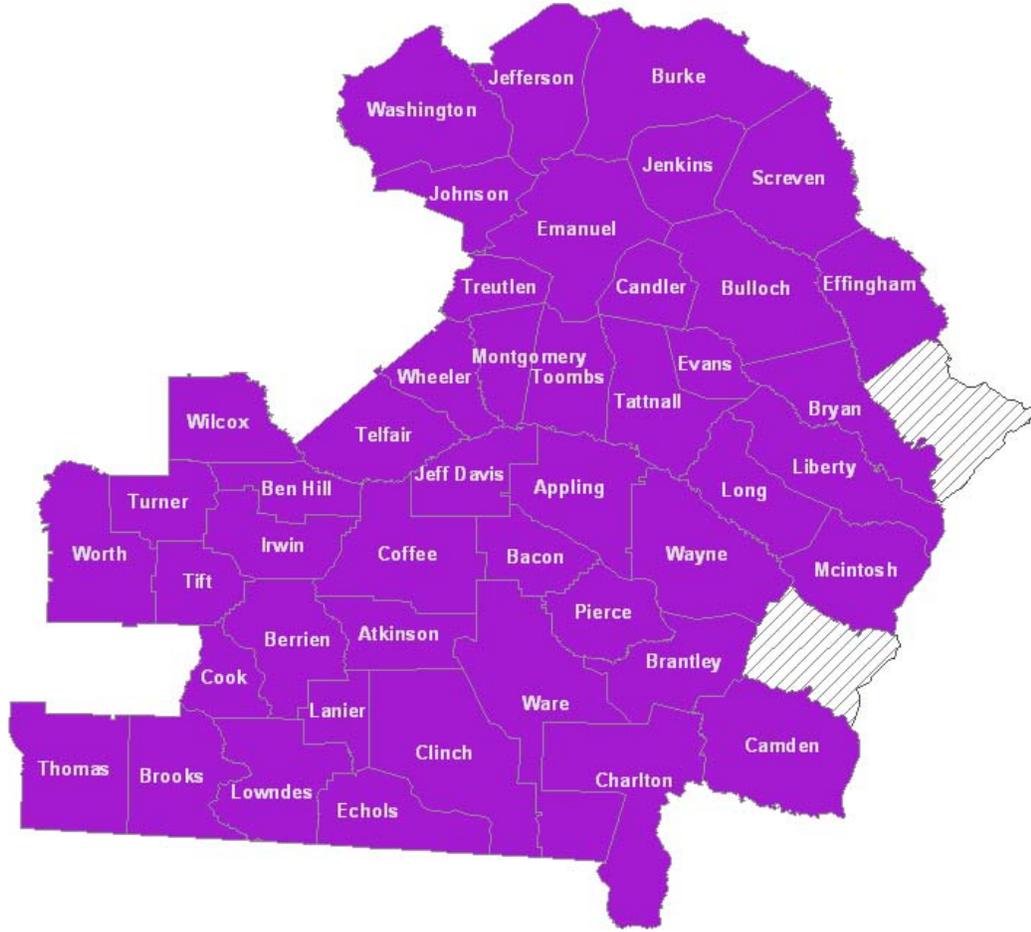
We will move our office to a site in downtown Waycross no later than May 1. The entire staff looks forward to working at the new location.

Patrick McNally
Regional Administrator

Staff Listing

Calhoun, Linda Dianne	Parsons, Kathleen
Carpenter, Diane L.	Paulk, Charles L.
Cason, Marlana	Peebles, Alana
Crews, Nikki T.	Price, Susan
Driver, Linda	Pritchard, Marion "Cleve"
Earhardt, Lavada	Rees, William S.
Gibson, Ashanti	Rollman, Sherry C.
McAllister, Knakiea	Rowell, Delores
McGhin, Lyle E.	Shepler, "Christy"
McNally, Pat	Smith, Richard M.
Musgrove, Libby D.	Stokes, Kathy
Willingham, Carla M.	

Counties covered in the Waycross Region



Waycross Southeast Regional Office

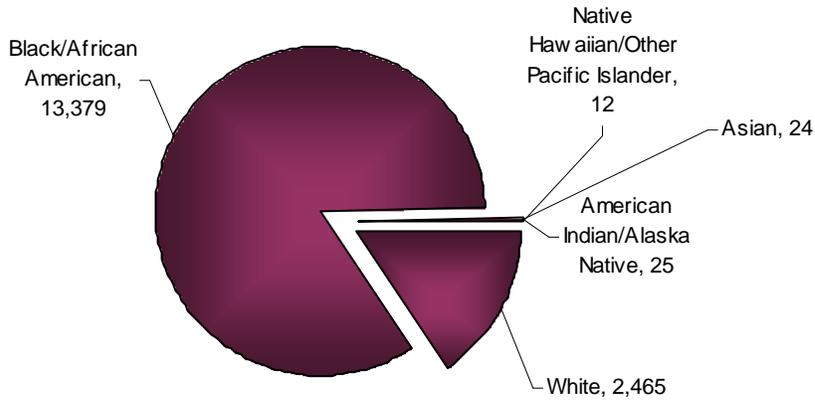
*960-A City Boulevard
Waycross, GA 31501*

*Mailing Address
PO Box 719
Waycross, GA 31501*

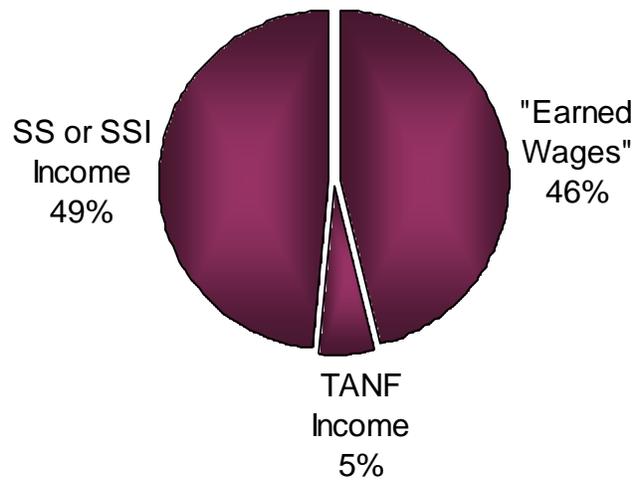
Phone: 912.285.6280 or 888.879.2549

**New Address Effective May 1, 2010*
550 Alice Street,
Waycross, GA 31501*

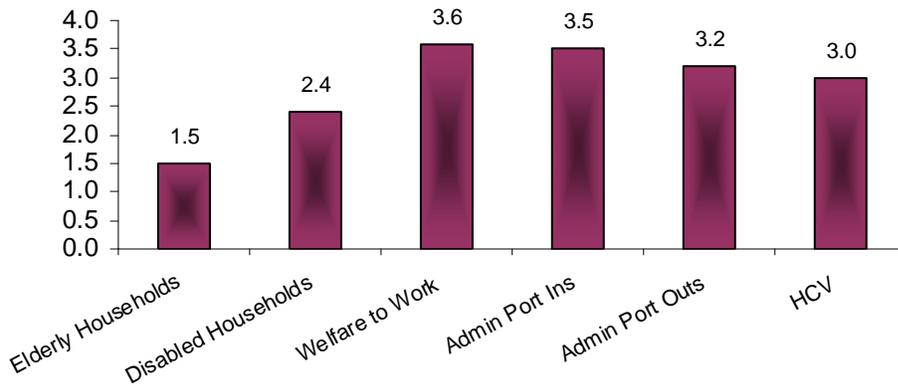
Ethnicity/Race



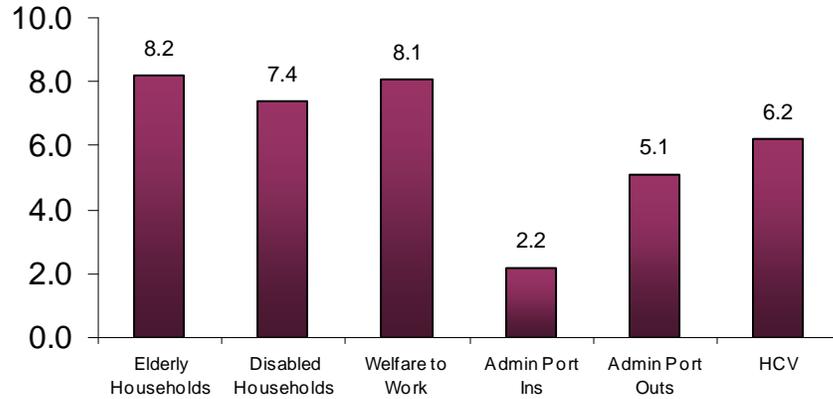
Income Source (for families with Income)



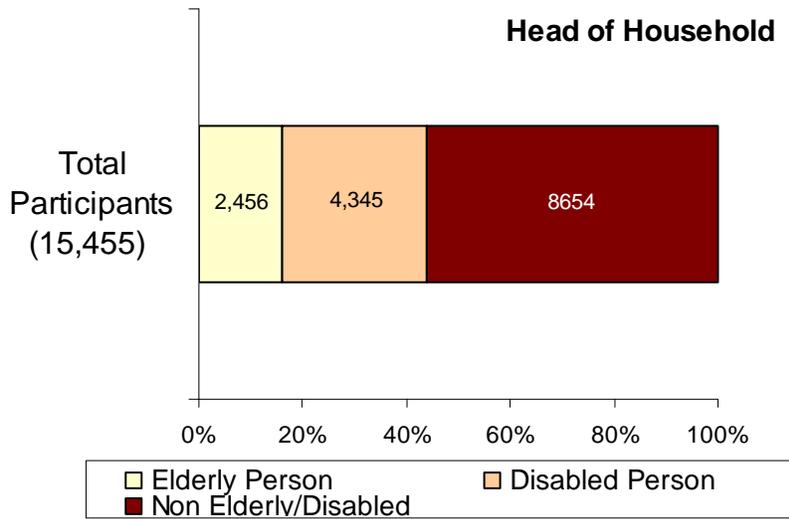
Average Family Size



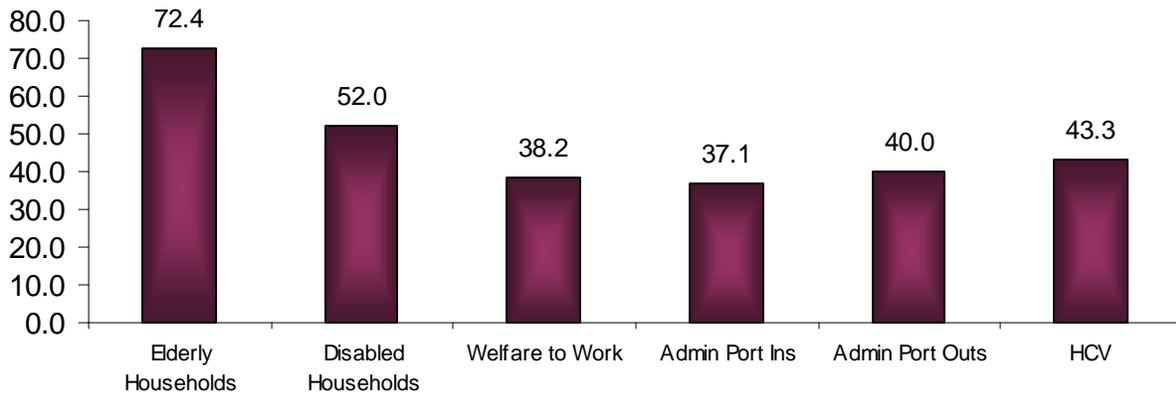
Average Years on Program

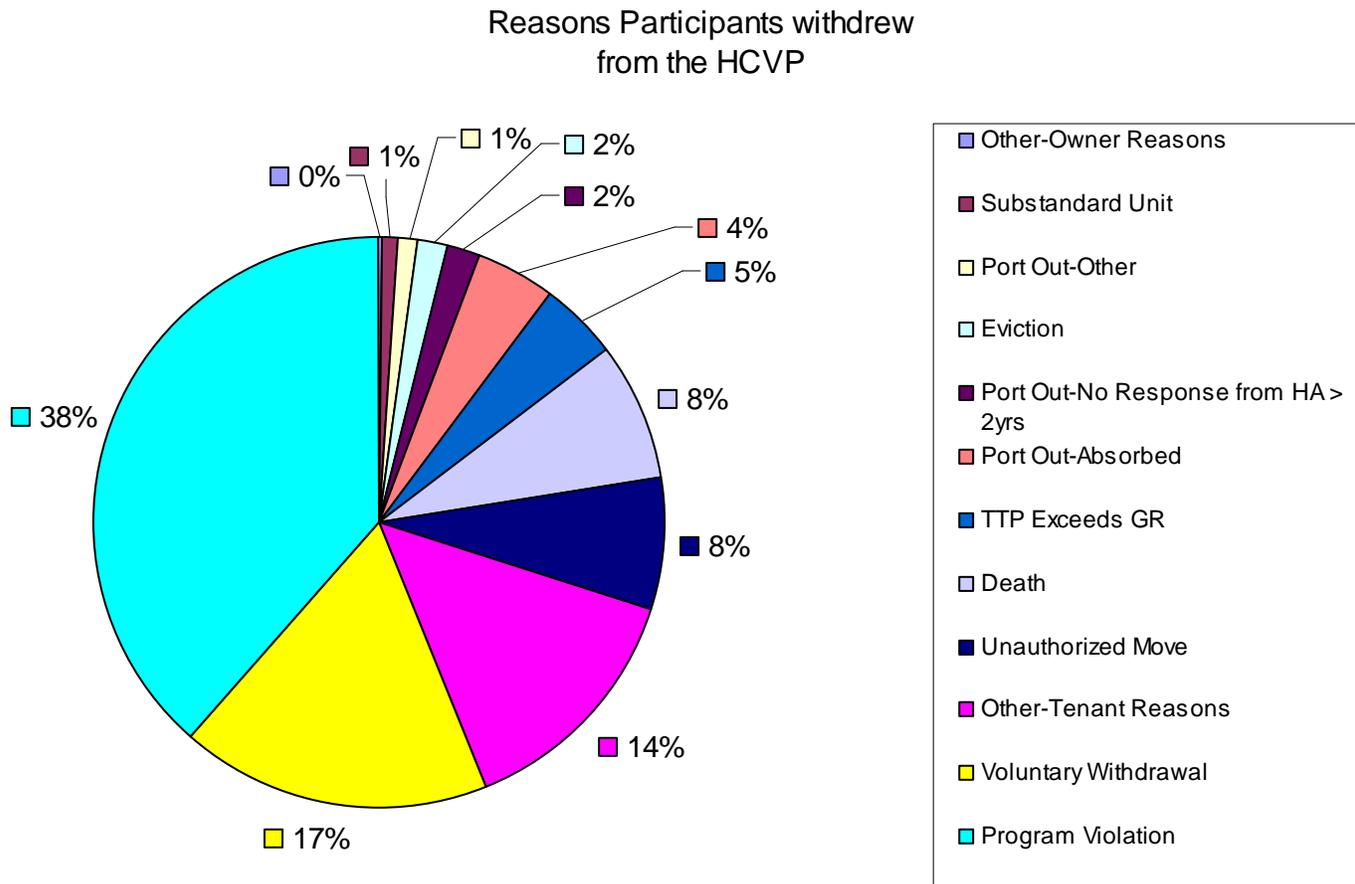
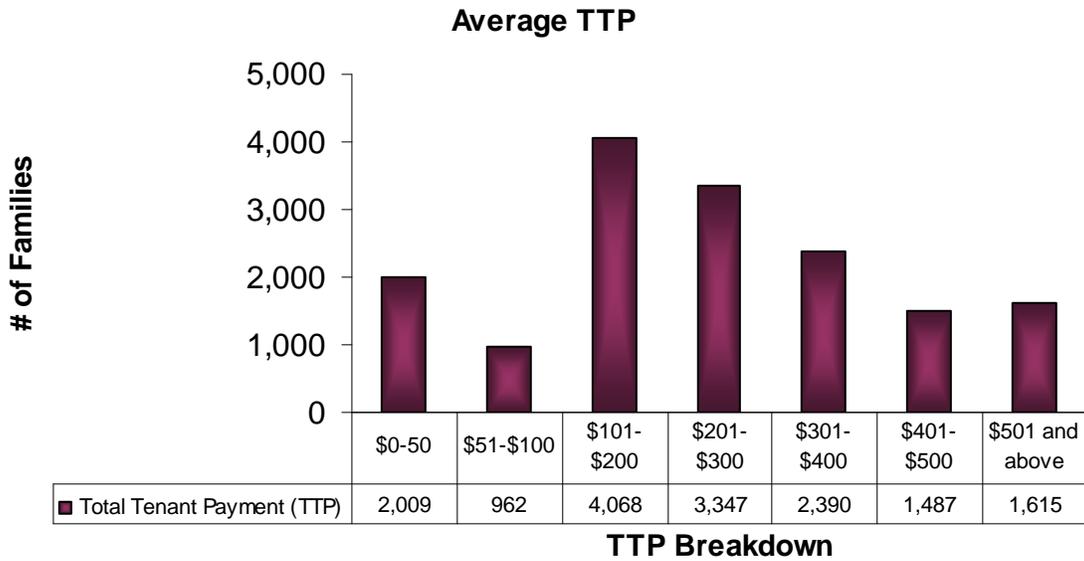


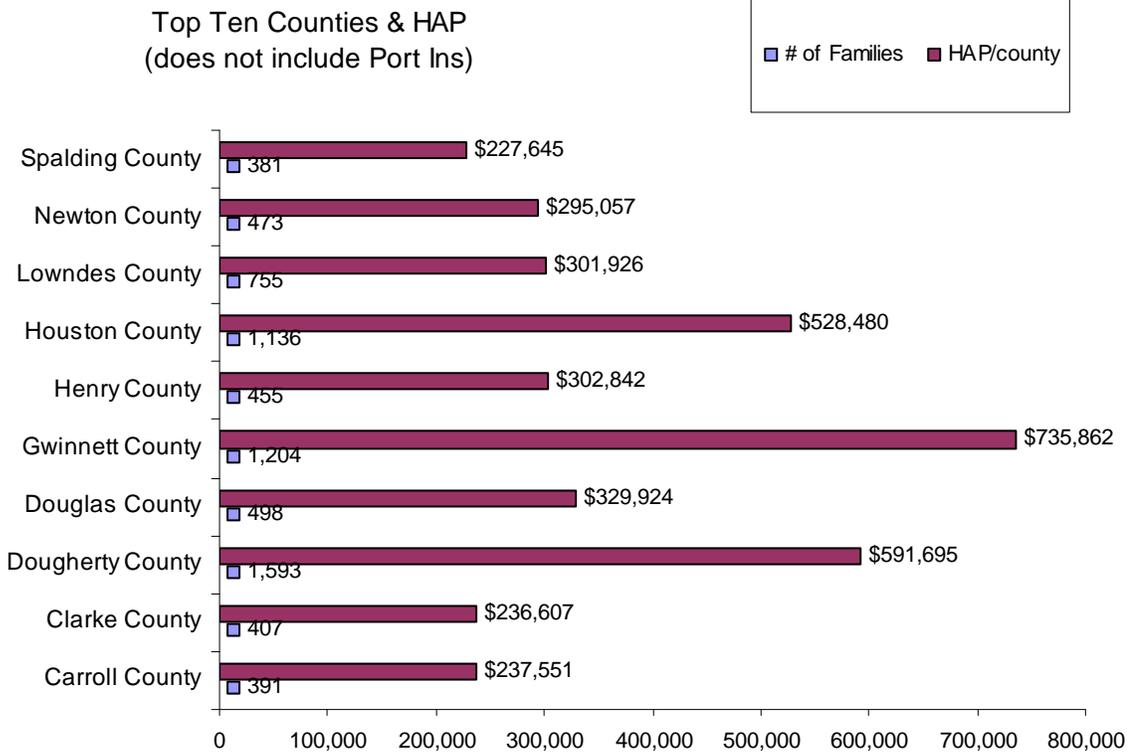
Head of Household



Head Of Household Average Age







Additional Information

- The Total number of households receiving a Utility Assistance Payment is 6,019 with an average UAP of \$112\month.
- During the year, 718 families exercised their right to portability and moved into DCA's jurisdiction and 518 families ported out of DCA's jurisdiction.
- Total Number of new DHR Special Housing Initiative families contracted is 62 with an average HAP of \$504\month and average UAP of \$19\month
- There are 433 Families enrolled in the Family Self Sufficiency (FSS) Program