

Housing Authority of the County of Chester

JANUARY 2026 BOARD REPORT

January 20, 2026

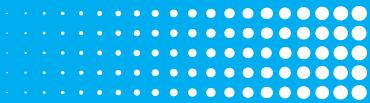
Hybrid and Virtual - 4:30 p.m.

Paul Diggs, MPA - CEO/Executive Director
Patrick Bokovitz - Board Chair

HACC

Advancing the path forward

Our Mission: For HACC and the community of Chester County to be the accessible housing and societal beacon of success and empathy that profoundly impacts our community and is replicated around the world.



610-436-9200



www.haccnet.org

Housing Authority of the County of Chester

Board Meeting January 2026

Agenda

Regular Meeting

January 20, 2026

Closed Session: 4:00 p.m.

Open Session: 4:30 p.m.

EXECUTIVE SESSION/SOLICITOR UPDATE

ROLL CALL

INTRODUCTION OF GUESTS

PUBLIC COMMENT

APPROVAL OF MINUTES

- Regular Meeting December 9, 2025

CEO/EXECUTIVE DIRECTOR REPORT

RESOLUTIONS

- 2026-01: HR Policy Updates

NEXT BOARD MEETING

Table of Contents

S
F
N
E
H
N
C
C

1

Board Meeting Minutes

2

CEO January Message

3-4

Housing Choice Voucher Program

5

FSS Program

6

Public Housing

7

ROSS Program

8

Human Resources

9

Strategic Initiatives

10

Appendix I- Finance Report

Appendix II- PBV and RAD

Board Meeting Minutes

The Board of Commissioners of the Housing Authority of the County of Chester held a hybrid/virtual monthly Board meeting on December 9, 2025.

PRESENT:

Patrick Bokovitz, Donnell Sheppard, Theodore Claypoole and Daniel Garcia.

NON-MEMBERS:

Paul Diggs Chief Executive Director, Debra Johnson VP Executive Director, Senior Staff Paul Boris, Brenda Gomez, Regina Schetroma, Bashairra Henry, Felicia Molina, Owen Duncan, Mary Kay Owen, Antoinette Cannon and solicitor Brian Leinhauser.

PUBLIC PARTICIPATION:

N/A

RESOLUTIONS:

On a motion by Donnell Sheppard, with second by Theodore Claypoole, minutes of November 18, 2025, were approved with 4 ayes and 0 nays. Resolution 2025-14, HACC Audit 2024, was approved by Theodore Claypoole with second by Donnell Sheppard, was approved with 4 ayes and 0 nays. Resolution 2025-15, CY2026 Annual Budget, was approved by Donnell Sheppard with second by Theodore Claypoole, was approved with 4 ayes and 0 nays.

CHIEF EXECUTIVE DIRECTOR/PAUL DIGGS:

Paul provided an update on the holiday schedule for HACC. The office will be closed from December 24 through January 1; to allow staff time with their families, the office will reopen on January 2. Paul confirmed that the essential operations are in place and Executive staff and designated personnel will remain available/on call during the closure if needed. The closure will be communicated via the website, email and phone system.

HUMAN RESOURCES/REGINA SCHETROMA:

N/A

HOUSING CHOICE VOUCHER PROGRAM/BRENDA GOMEZ:

N/A

PUBLIC HOUSING, ADMINISTRATIVE/BASHAIRRA HENRY:

A brief narrative was provided by Mr. Diggs. JMB will remain on site during the closure to address any operational issues.

FINANCE/PAUL BORIS:

N/A

A motion was made by Patrick Bokovitz at 5:26 to adjourn the meeting. Next meeting is January 20, 2026; Board of Commissioner meeting will be held via virtual.

CEO MESSAGE - JANUARY 2026



PAUL DIGGS, MPA
CEO and Executive Director

Celebrating Outstanding Progress in Public Housing Recertification.

When I arrived, our Public Housing recertification rate was in the low 60% range which is well below the standard required to remain in good standing with HUD. As you know, HUD requires agencies to maintain a recertification rate of at least 94%, and reaching that benchmark is critical to our mission, our credibility, and our ability to continue serving residents.

I am extremely proud to share that Debra Johnson and her team have achieved a 94.74% recertification rate, an outstanding accomplishment by any measure.

What makes this achievement even more impressive is that Debra assumed leadership of the Public Housing Department just last year and, for the first time, was overseeing the entire department. Through determination, accountability, teamwork, and an unwavering commitment to both residents and compliance, Debra and her team made extraordinary gains in a relatively short period of time.

This level of performance reflects not only technical excellence, but also strong leadership, resilience, and collaboration. The work accomplished directly strengthens our agency, protects our HUD standing, and ensures that we can continue providing stable, high-quality housing services to our residents.

I want to personally thank ***Debra, Bashairra, and Lakeisha*** for their dedication and professionalism. This is the kind of progress that demonstrates what is possible when talented people are empowered, supported, and united around a shared mission.

Well done, and thank you for raising the standard.

Paul Diggs

HOUSING CHOICE VOUCHER

HCV completed 2025 with a SEMAP score of **96%**

RECERTIFICATIONS

HCV staff has begun getting ready for Semap audit and continue working in completing recertifications three months out.

HUD(SRO) PROGRAM UPDATE

Jefferson Place: 23 units are under contract, with 22 currently under lease. LibertyHouse: 28 units are under contract, with 28 currently under lease.

SPECIAL VOUCHER PROGRAM UPDATE

Family Unification Program(FUP): 42 vouchers are currently under lease. Foster Youth to Independence (FYI):14 vouchers are currently under lease. Emergency Housing Vouchers (EHV): 71 vouchers are under lease. HUD announced it will no longer fund the EHV program, and these vouchers will need to be absorbed into HCV.

HOUSING LOCATOR PROGRAM

Activity	# of Households
New HOP referrals	3
Newly enrolled	5
Active program	11
Actual	16
Pending leases	2
Total Housed	5
Closed referrals	2
Clients receiving	0
Surveys	0

Housing Choice Voucher-Utilization

2025 Voucher Projections

2025	UMAs	Actual UMLs	Actual HAP	Vouchers Issued/Projected to be Issued
Jan-25	2,236	1,890	\$1,920,914	0
Feb-25	2,236	1,890	\$1,920,914	25
Mar-25	2,236	1,890	\$1,920,914	25
Apr-25	2,236	1,890	\$1,920,914	25
May-25	2,236	1,890	\$1,920,914	25
Jun-25	2,236	1,890	\$1,920,914	25
Jul-25	2,236	1,890	\$1,920,914	25
Aug-25	2,236	1,890	\$1,920,914	25
Sep-25	2,236	1,890	\$1,920,914	25
Oct-25	2,236	1,890	\$1,920,914	25
Nov-25	2,236	1,890	\$1,920,914	25
Dec-25	2,236	1,890	\$1,920,914	25

2025 Annual HCVP Recertifications

All voucher holders must recertify their income data annually to the Commission. To meet HUD requirements, these “recerts” are typically completed before the annual renewal date.

The Chart Below Provides Current Data on Recerts

January	112	63	49
February	117	50	67
March	182		
April	147		
May	163		
June			
July			
August			
September			
October			
November			

Waitlist for HCVP

Waiting list	Count
HCV	388
Denney Reyburn	441
Oxford Hotel	445
Parquesburg School House	444
Ash Park	841
Brandywine Health	413
Downtown Revival	2,852
Naamans House	2,030
Steeltown Village	2,226
Roymar Hall	728
Garnette Terrace	101
Hannum Garden	2,877

Leasing and Spending Outcomes: Current and Following Year Projections

2024		2025
UML % of ACC (UMA)	83.4%	84.5%
HAP Exp as % of All Funds	92.2%	95.5%
HAP Exp as % of Eligibility only	95.0%	103.6%

FAMILY SELF-SUFFICIENCY PROGRAM

Attended FSS Office Hours

Meetings with previous and potential future PCC board members

- Housing Partnership – first time home buyers program / referrals
- Open Hearth – financial literacy coaching / transportation assistance
- CYF – referrals / family services / case management / child services
- Department of Human Services – case management / family services
- Department of Workforce Development – referrals for career opportunities and retention
- Home of the Sparrow – case management & FSS referrals
- CHESCO Connect – onboarded on to PCC for transportation assistance (new member)
- Bi-monthly CWF board meeting – around 20 participants of support systems in Chester County to give updates

Notified participants of upcoming events and opportunities

- Career Link events November
- Chester County Food Bank Information
- Housing Partnership updates/flyer
- Take What You Need community fair
- Sent out survey to PCC board members and FSS participants to determine their status with the FSS program, receive feedback, introduce myself as the new coordinator, etc. (follow up survey).

Conducted all housing specialist duties for all FSS participants, including:

- Aged and current annuals
- Interims
- Moves
- Rent Increases
- Household Composition Changes
- Conducted introductory FSS assessments for multiple tenants in HCV
- Conducted meeting with multiple FSS tenants to discuss graduation, escrow, and/or their goals over the phone

PUBLIC HOUSING

Overview

As we close out the year, our property management team is proud to report a successful and productive end-of-year performance. We maintained a consistently low vacancy rate across our portfolio as we approached the end of 2025, reflecting strong leasing efforts and resident retention. All required tenant certifications are completed, ensuring full compliance and operational efficiency. Additionally, rent collection is currently in good standing, demonstrating effective financial management efforts. Overall, these results highlight a year of stability, accountability, and continued commitment to excellence in property management.

01 Oxford Terrace

12.15.25 – Holiday party hosted by HACC
12.18.25 – Signed lease for unit 402

Vacancies: 5 vacant units – pending make-ready

Comments: Upcoming Borough inspection January 2025

02 King Terrace

12.15.25 – Holiday party hosted by HACC

Vacancies: 4 vacant units pending renovations in 2026

Comments: Upcoming Borough inspection January 2025

03 Locust, Maple, Spruce Courts

12.15.25 – Holiday party hosted by HACC
12.16.25 – Signed lease for 6 Spruce Court
12.17.25 – 2026 Recertification interviews conducted

Vacancies: Locust Court – 5 vacant units, anticipated turnover date January 31, 2026. Maple/Spruce – 1 vacant unit, anticipated lease signing January 2026

Comments: Upcoming Borough inspection January 2025

Resident Call 1/16/26 Transcribed

I'm just calling to compliment Jose at the Housing Authority at Kings Terrace. The tenants love him!

██████████ ██████████ t ██████████
So, he's doing a good job over there.

04 Church Terrace

12.15.25 – Holiday party hosted by HACC

Vacancies: 3 vacant units

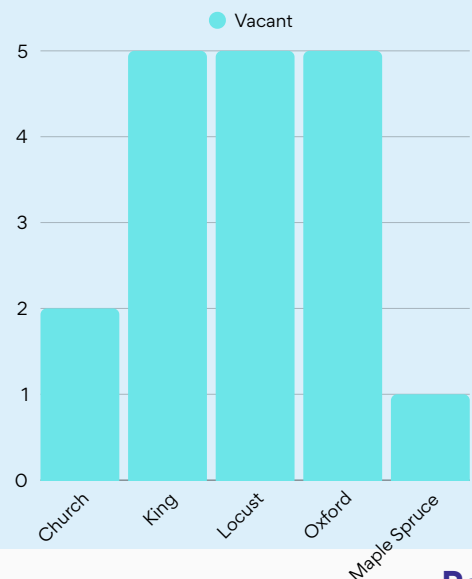
Comments: Upcoming Borough inspection January 2025

- **Phoenixville Amp 4 - 94%**
- **Oxford Terrace Amp 8 - 97.9%**
- **Church Towers, Maple/Spruce Court and Locust Court - Amp 25 96.3%**

January 2026 Work Orders

Property	Routine	Closed	Emergency	Closed
Church Towers	22	22	2	2
King Terrace	2	2	7	7
Oxford Terrace	26	26	6	6
Locust Court	6	6	4	4
Maple Court	4	4	0	0
Spruce Court	5	5	0	0

Vacant Rates



ROSS PROGRAM

OUTREACH

- Ongoing Rent Café trainings/registrations at 4 sites
- Add'l MOUs from ROSS Program partners for other HACC grant appendages
- Toys for Tots pick up reminders/pick up /distribution-COMPLETED
- Home Depot --extended thanks for exterior lighting at HACC sites
- 365 Health Services hosted holiday trivia events and served lunch at Church Street, Oxford & King Terrace
- Working with tenant councils/other feedbacks--to develop onsite programs for 2026
- Drafting revised Yardi/Rent Café information re: Credit card/Debit fees
- Attended Homes Within Reach Conference in Hershey (12/2-25) --forwarded a detailed summary
- Prepped Setups for Holiday parties--attended Church Street 12/15

EVICITION PREVENTION

Working with the public housing staff, the ROSS Coordinator assisted 47 residents with applications for HACC's new Eviction Prevention Program. As of this date, a total of \$70,692 has been expended on eviction prevention efforts. The eviction prevention program was established to support residents experiencing rental delinquency and at risk of displacement. The program provided direct, hands-on assistance to residents by helping them complete required applications for rental assistance and by connecting them to personal financial literacy programs aimed at improving budgeting, money management, and long-term housing stability. This program demonstrates the effectiveness of combining short-term financial assistance with education and support services to promote sustainable housing outcomes.

HUMAN RESOURCES

ADMINISTRATION

The Human Resource Manager completed the 2026 Personnel Policy which requires the Board of Commissioners approval. The most significant updates include the addition of policies addressing defamation of character, domestic violence, and the use of artificial intelligence. The policy has also been revised to reflect the updated IRS limits for tuition reimbursement.

In addition, language throughout the Personnel Policy has been updated to ensure equity and inclusion in accordance with the Equal Employment Opportunity (EEO) policy.

Open Enrollment was successfully completed on December 8th.

EMPLOYEE AND RESIDENT ENGAGEMENT

- The Housing Authority hosted an *End of Year Celebration for staff*, and external partners at Penn Oaks Golf Club. We celebrated the staff and the accomplishments that HACC made in 2025.
- On December 15th, HACC provided each Public Housing site with a resident luncheon for the holiday.
- On December 23rd, HACC provided brunch for employees to celebrate the holiday.

ONBOARDING/NEW HIRES/INTERNS

- Jaywana Williams was hired as the Recertification Specialist on November 24th. She will assist the Project Based Voucher team and communicate with the PBV participants to ensure timely completion of recertifications.
- Antoinette Cannon was hired as the Executive Assistant on November 17th. She coordinates tasks, projects, and communication between the CEO/Executive Director and HACC staff as well as external partners.
- Human Resource Manager is communicating with Cheyney University, Lincoln University, Delaware County Community College, West Chester University, and Devon Prep regarding internship or work study partnerships for 2026.

TRAINING

- ROSS Coordinator and Housing Relocation Specialist attended the Homes within Reach Conference in Hershey, PA in December. The purpose of attendance is to gain current insights into affordable housing initiatives, best practices, and emerging trends; strengthen partnerships with housing and community development stakeholders; and identify strategies that support equitable access to safe, stable, and attainable housing
- Human Resource Manager attended Chester County HR Association's December meeting. The topic was OSHA compliance and safety in the workplace. I will be utilizing my notes from that meeting and other resources to ensure the safety of HACC employees.

STRATEGIC INITIATIVES

FSS GRANT RENEWAL 2026: \$116,450

The Housing Authority of the County of Chester (HACC) is pleased to announce the renewal of its Family Self-Sufficiency (FSS) Program grant for calendar year 2026. This renewal funding supports HACC's continued work to help participating families increase earned income, build savings, and advance toward long-term housing stability and self-sufficiency. The grant funds the FSS Coordinator position, ensuring that residents can continue to receive one-on-one coaching, goal planning, and connections to community resources that remove barriers to employment and financial progress.

TRANSITIONAL HOUSING FOR DOMESTIC ABUSE CLIENTS

As part of the partnership, HACC will work directly with residents on housing placement, as well as provide career and educational support services to promote long-term housing stability and economic independence. Together, DVCCC and HACC are committed to delivering comprehensive, survivor-centered support through this transitional housing initiative. Both organizations are actively collaborating to establish the protocols and operational processes necessary to prepare for serving survivors through this program. This planning phase ensures coordinated, trauma-informed services and a strong foundation for successful implementation.

NEW PARTNERSHIPS & GRANT OPPORTUNITIES

- Grant submitted for the Chester County Continuum of Care for transitional housing and support services in the about of \$357,000
- Established partnership with Chester County Juvenile Probation Department to write the Pennsylvania Commission on Crime and Delinquency grant for an innovative intervention academy for youth ages 10-14. The program will also support families with housing and support services.
- Established partnership with Chester County OIC to write the YouthBuild Application. CCOIC will provide GED support for the innovative program that will allow youth ages 17-24 to gain experience in renovation in public housing.
- Researched and pursuing other grant opportunities in transitional housing in Human Trafficking

SUPPORT SERVICES: HANKIN SENIOR LIVING

- Developed and analyzed community needs survey to determine program and recreation needs
- Launched first news letter at Hankin Senior Living which includes resources and helpful tips
- Designed the Recreation Advisory Committee for tenants to identify, plan and manage activities
- Communications to health, arts, schools, and recreation facilities to identify onsite programs and resources for offsite programs in the area.

