

Housing Authority of the County of Chester

# FEBRUARY 2026 BOARD REPORT

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February 24, 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.



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**Housing Authority of the County of Chester  
Board Meeting February 24, 2026**

# Agenda

**Regular Meeting**

**February 24, 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 January 27, 2026

**RESOLUTION**

- Resolution 26-01  
Personnel Policy Updates

**CEO/EXECUTIVE DIRECTOR REPORT**

**NEXT BOARD MEETING**

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# Board Meeting Minutes

The Board of Commissioners of the Housing Authority of the County of Chester held a hybrid/virtual monthly Board meeting on January 20, 2026.

**PRESENT:**

Patrick Bokovitz, Theodore Claypoole, and Daniel Garcia.

**NON-MEMBERS:**

Paul Diggs Chief Executive Director; Senior Staff Debra Johnson, Paul Boris, Felicia Molina, Regina Schetroma, Marrea Walker-Smith, Bashairra Henry, Antoinette Cannon and solicitor Brian Leinhauser.

**PUBLIC PARTICIPATION:**

N/A

**RESOLUTIONS:**

On a motion by Theodore Claypoole, with a second by Daniel Garcia, the minutes of December 9, 2025, were approved with 3 ayes and 0 nays.

**CHIEF EXECUTIVE DIRECTOR/PAUL DIGGS:** Paul reported continued progress toward 2026 goals, highlighting measurable gains, stable performance, and strong financial positioning. Public Housing recertifications improved from approximately 60% in early 2024 to 94.74%, exceeding HUD benchmarks. Recertifications remain critical for compliance and revenue integrity. Paul commended Deborah and the Public Housing team for their efforts. The Board was informed that RA DeFelice, HUD Regional Administrator, will visit on January 22 to discuss regional housing needs and agency progress. Staff are also preparing for the anticipated winter storm and have notified residents accordingly.

**HUMAN RESOURCES/REGINA SCHETROMA:** Open Enrollment completed in December; increased FSA participation; new Dependent Care FSA added. The staff recognition event held at Penn Oaks was a success. Ongoing outreach to Devon Prep and local universities for 2026 internship opportunities. Personnel Policy is scheduled for Board approval to present at the next board meeting.

**HOUSING CHOICE VOUCHER PROGRAM/BRENDA GOMEZ:** Brenda Gomez is currently on leave; Felicia Molina is serving as HCV Program Manager temporarily. The program is performing well, currently ranking in the 96th percentile on CMAP scores. All recertifications are up to date, with processing running approximately three months ahead. Landlord forums are being planned for Project-Based Vouchers, FSS, and regular Housing Choice Vouchers to strengthen landlord engagement and partnerships. The program is on track for a strong year.

**PUBLIC HOUSING, ADMINISTRATIVE/BASHAIRRA HENRY:** Public Housing team acknowledged ongoing counseling and resident services efforts and recognized Mary Kay Owen for her behind-the-scenes support and resource coordination. Staff were commended for their hard work and shared that a resident recently complimented Jose from JMB for his maintenance service at King Terrace. King Terrace is now fully staffed with maintenance personnel, improving accountability and response times. Staff will be fully operational and on-site starting Thursday.

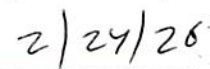
**FINANCE/PAUL BORIS:** Preliminary December financials were presented. Year-end close is underway, including reconciliation of bank accounts, review of accruals, and final entries in Yardi. The unaudited year-end submission to HUD is due February 28 (with a grace period available if needed). Submission will initiate the FY2025 audit process, which will be due September 30, 2026. Staff received confirmation that December 31, 2024, audit has been approved.

**STRATEGIC INITIATIVES/MARREA WALKER-SMITH:** FSS renewed. Eviction Prevention launched with 40 households assisted: continuation under review. ROSS renewal submitted and pending. BCCD partnership in development. YouthBuild partnership with CCC; scope under review. Human Trafficking Transitional Housing grant under exploration; future board discussion requested.

A motion was made by Patrick Bokovitz at 5:08 to adjourn the meeting. Next meeting is February 24, 2026; the Board of Commissioners meeting will be held virtually.



Commissioner Signature



Date

# CEO MESSAGE - FEBRUARY 2026



**PAUL DIGGS, MPA**  
CEO and Executive Director

## *Advancing Housing Stability Through Partnership, Policy, and Purpose*

As we enter the new year, we do so with clarity of purpose and renewed resolve. Despite navigating a challenging political climate and significant changes in housing policy, our commitment to serving Chester County's most vulnerable residents has not wavered. Our goal is not only to maintain stability but to continuously improve the quality, safety, and long-term viability of the housing authority.

Housing instability remains one of the most pressing issues in our community. In response, we are focused on three strategic priorities: strengthening public-private partnerships, maintaining full occupancy across our housing portfolio to maximize impact, and ensuring our policies and programs remain responsive to those with the greatest need.

Policy environments may shift, but our mission remains constant. We will continue to lead with accountability, collaboration, and a clear focus on expanding access to safe, affordable housing. Together, we can advance practical solutions that protect our most vulnerable residents and strengthen the long-term stability of Chester County.

Highlights of the Housing Authority of the County of Chester include:

- The Public Housing maintenance team addressed work orders more efficiently and prioritized preventative measures across our portfolio. This focus on early intervention and consistent upkeep resulted in a noticeable reduction in emergency service calls.
- The Family Self-Sufficiency (FSS) Program has demonstrated measurable progress through increased enrollment of new participants and strengthened engagement with the Program Coordinating Committee (PCC).
- The 2024 Personnel Policy has been formally updated to include 2026 revisions that address emerging workplace standards and evolving legal considerations related to Artificial Intelligence (AI), social media use, and defamation of character.

*Paul Diggs*

# HOUSING CHOICE VOUCHER

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

During this reporting period, staff began preparation for the upcoming audit and submitted the Nelrod Utility Allowance Study for review and implementation. The new Administrative Fees were applied in accordance with current guidance. Planning for the upcoming Landlord Forum has also begun to strengthen landlord engagement and participation. Additionally, staff is coordinating a Meet-and-Greet event for Family Self-Sufficiency (FSS) participants and members of the PCC Committee to enhance collaboration and program engagement.

## SPECIAL VOUCHER PROGRAM UPDATE

The Housing Authority of the County of Chester currently administers three special-purpose voucher programs. Under the **Family Unification Program (FUP)**, 41 vouchers are actively under lease. The **Foster Youth to Independence (FYI)** program currently has 14 vouchers under lease. In addition, 71 vouchers are under lease through the **Emergency Housing Voucher (EHV)** program. HUD has announced that it will no longer provide separate funding for the EHV program. As a result, the 71 EHV vouchers currently under lease must be absorbed into the Housing Choice Voucher (HCV) program to ensure continued assistance for participating households.

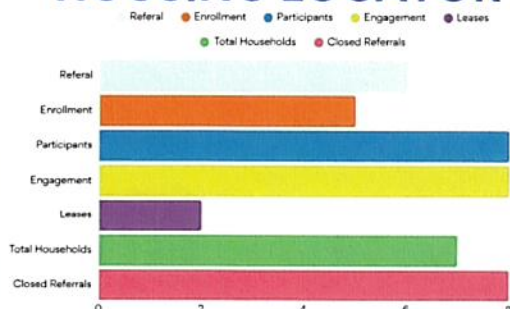
## HUD(SRO) PROGRAM UPDATE

Jefferson Place, 25 units are currently under contract, with all 23 units under lease. Liberty House, 28 units are under contract, and all 28 are currently leased.

## VETERAN AFFAIRS SUPPORTIVE HOUSING

The Housing Authority of the County of Chester currently administers 356 active HUD-VASH vouchers. For 2025, 36 vouchers are currently in the shopping phase. Looking ahead to 2026, 18 vouchers are in the shopping phase, including 10 portability (“port”) vouchers.

## HOUSING LOCATOR PROGRAM



# 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

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During this reporting period, FSS Coordinator attended FSS Office Hours to remain current on Family Self-Sufficiency (FSS) policies, procedures, and funding updates, ensuring program compliance and alignment with HUD guidance. The FSS Coordinator carried out all Housing Specialist responsibilities for FSS participants, in addition to expanded Case Manager functions. These duties included completing annual recertifications, processing interim changes, coordinating participant moves, and managing rent increase actions to maintain program accuracy and compliance.

## **Program Enrollment:**

Four new participants were enrolled in the FSS program, expanding program engagement and supporting additional families in pursuing self-sufficiency goals. To support participants' progress, the FSS Coordinator hosted more than a dozen goal-setting and graduation-preparation meetings. One of the goals this month was to improve accessibility and scheduling flexibility, which included implementing an online scheduling link called "Book With Me" and distributing an informational email to participants, allowing them to schedule meetings at times that best meet their needs. Overall, these efforts supported program growth, strengthened participant engagement, and ensured continued compliance and operational effectiveness.

## **Program Coordinating Committee:**

The FSS Coordinator hosted multiple planning meetings with current PCC (Program Coordinating Committee) Board members to discuss the structure of future quarterly meetings and to review specific items related to supportive service coordination. PCC members include representatives from Housing Partnership, CareerLink, the Department of Workforce Development, and Open Hearth. These meetings strengthened interagency collaboration and ensured alignment of services available to FSS participants.

## **Escrow Monitoring:**

FSS Coordinator developed a comprehensive Excel tracking tool that documents all escrow payments, disbursements, adjustments, and final balances over the past seven years for all current and ready-to-graduate FSS participants. This tracking sheet consolidates critical data that was not previously readily accessible outside of Emphasys, including:

- Contract of Participation (CoP) enrollment and projected graduation dates
- Initial Total Tenant Payment (TTP) and earned income amounts
- Status of signed Contracts of Participation
- Total escrow amounts, annual escrow amounts per participant, and cumulative totals
- Graduation and goal achievement status

# PUBLIC HOUSING

## Overview

In 2026, the public housing department's strategic priorities will center on strengthening operational efficiency, preserving high standards of property condition, enhancing overall resident satisfaction, and ensuring full regulatory compliance across all programs. Quarterly resident meetings were launched this month to promote engagement and accountability. Topics included the benefits and challenges of using RentCafe, maintaining accurate and up-to-date tenant accounts, the importance of attending scheduled recertification appointments, and proper procedures for submitting both routine and emergency work orders. These meetings are designed to improve communication, increase resident understanding of processes, and support smoother property operations throughout the year.

### 01 Oxford Terrace

1.3.26 - Borough of Oxford conducted annual unit and building inspections

1.22.26 - Held quarterly resident meeting

#### Vacancies

5 vacant units - pending make-ready

**Comments:** Overall, the annual inspections were positive, with few to no findings.

### 02 Locust, Maple, Spruce Courts

1.20.26 - Borough of West Chester conducted annual unit and building inspections

1.22.26 - Held resident meeting

#### Vacancies

Locust Court - 5 vacant units, anticipated turnover date January 31, 2026

Maple/Spruce - 1 vacant unit, anticipated lease signing February 26, 2026

**Comments:** This year's annual inspections went very well, with only minimal findings noted.

### 03 King Terrace

1.15.26 - The borough of Phoenixville conducted annual unit and building inspections

1.22.26 - Held quarterly annual meeting

#### Vacancies

5 vacant units pending renovations in 2026

**Comments:** Overall, the annual inspections were positive, with few to no findings.

### 04 Church Terrace

1.22.26 - Held quarterly resident meeting

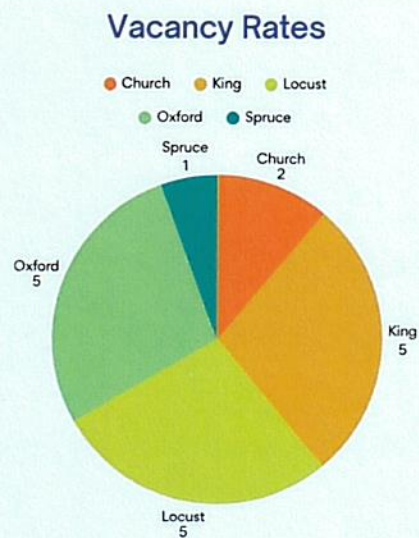
#### Vacancies

2 vacant units - 1 lease signing scheduled 2/9

**Comments:** Upcoming Borough inspection February 2026. The Fire Department came out after a tenant reported a gas smell. As a result, a gas line pressure test must be performed.

- King Terrace - 90%
- Locust Court - 80.67%
- Oxford Terrace - 89.5%
- Church Towers - 96.5%
- Maple Court - 100%
- Spruce Court - 91.6%

Property	Routine	Closed	Emergency	Closed
Church Towers	47	49	4	4
King Terrace	22	12	17	1
Oxford Terrace	32	25	3	3
Locust Court	1	1	3	3
Maple Court	0	0	0	0
Spruce Court	0	0	1	1

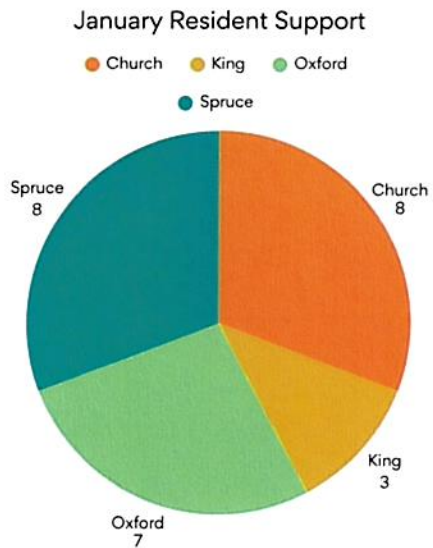


# ROSS PROGRAM

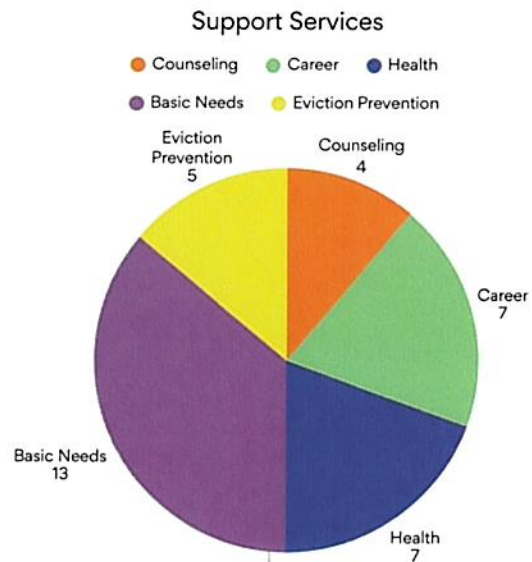
## OUTREACH

- The ROSS Coordinator coordinated support for residents to receive assistance with rent rebate applications, ensuring the timely completion of required documentation and providing follow-up support to prevent delays or interruptions in assistance.
- A monthly resident newsletter was developed and distributed to share important updates, community resources, program reminders, and upcoming events. The newsletter continues to serve as a key communication tool to increase resident engagement and awareness of available services.
- Resident assessments were conducted and updated in accordance with ROSS grant requirements. These assessments focused on identifying individual needs, setting goals, and connecting residents with appropriate supportive services to promote housing stability and self-sufficiency.
- Ongoing technical assistance was provided to residents utilizing the RentCafe portal. Support included account setup, document uploads, recertification guidance, and troubleshooting login or system-related issues to ensure compliance with housing requirements.
- ROSS Coordinator continues to monitor Eviction Protection Program participation and resident progress through our Fulton Bank partnership.

## RESIDENT SUPPORT



## SUPPORT SERVICES



# HUMAN RESOURCES

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## ADMINISTRATION

The Human Resources Department is requesting Board of Commissioners approval of the 2026 Personnel Policy in February. The Board has received a memorandum summarizing the most significant updates, including the addition of policies addressing defamation of character, domestic violence, and artificial intelligence. The policy language has also been revised throughout to ensure inclusion of all protected classes. ***The 2026 Holiday Schedule and the updated mileage reimbursement form, reflecting the current IRS rate, have been distributed to all staff.***

Beginning in 2026, HACC will implement performance evaluations for all employees. An email outlining the evaluation schedule, expectations, and preparation guidance has been sent to staff. The Human Resources Department will host a presentation on February 3 to review the process and address any questions. Additionally, the Human Resources Department met with Delaware Valley University to discuss participation in its Education Partnership Program. This no-cost program for employers provides

## EMPLOYEE AND RESIDENT ENGAGEMENT

The Human Resources Department is developing a survey to gather staff input on employee engagement initiatives and activities they would like to see implemented in 2026. The survey will also solicit feedback regarding benefits and training opportunities. The survey is scheduled to be distributed in February.

## ONBOARDING/NEW HIRES/INTERNS

The Human Resources Manager met with representatives from Cheyney, Immaculata, and Lincoln Universities to establish a partnership for future internship opportunities. The HR Manager provided an overview of internship opportunities to be distributed to students. Universities will be sending resumes of prospective students. The Human Resources Department received an inquiry from a student at Henderson High School regarding potential summer internship opportunities. He expressed a strong interest in the Public Housing Department, specifically in learning how the Authority supports residents and understanding the operational and administrative aspects of property management

## TRAINING

All staff training for the first quarter has been scheduled and sent to staff. These include the Fair Housing and Customer Service Workshop. Bashairra Henry, Senior Asset Manager, attended the Public Housing Budgeting webinar from Nelrod. This training provided an overview of public housing funding and the basics of the budget development process.

# STRATEGIC INITIATIVES

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## PARTNERSHIP GRANT APPLICATIONS

- **Pennsylvania Commission on Crime and Delinquency Grant:** Housing Authority of the County of Chester and Chester County Juvenile Probation Department partnership to request \$500,000 in funding. This project aims to support youth on probation ages 10-17 who are either court-ordered or recommended by a probation officer, the Chester County Youth Center, or a school district counselor. Many of these youth experience risk factors such as unstable family environments, lack of housing, exposure to trauma, and unmet mental health or substance use needs.
- **Office of Victims of Crime - Housing Assistance for Victims of Human Trafficking Grant:** Housing Authority of the County of Chester and Crime Victim Service Center of Chester partnership to request \$900,000 in funding. Chester County, Pennsylvania, is among the top ten counties in Pennsylvania for the number of human trafficking cases and offenses filed. Yet, Chester County, Pennsylvania has no transitional housing program for human traffic survivors that will address safety, confidentiality, long-term stabilization, and trauma-informed recovery. The transitional housing program for human trafficking survivors creates a service gap that leaves survivors forced to rely on generic emergency shelters, which lack confidentiality measures or specialized case management, or to re-enter unsafe environments, placing them at high risk of re-victimization
- **Office of Victims of Crime -Enhanced Collaborative Model (ECM) Task Force to Combat Human Trafficking:** Housing Authority of the County of Chester, Chester County District Attorney's Office, Villanova Law Center are exploring a partnership to launch a task force to address human trafficking. Chester County is ranked fifth in human trafficking cases in Pennsylvania. The goal of the project is to unite local law enforcement, prosecutors, victim service providers, housing agencies, legal professionals, healthcare professionals, school districts, community-based organizations, and survivor leaders to identify victims more effectively, disrupt trafficking networks, and ensure trauma-informed, culturally responsive support services. legal advocacy, and mental health care.

## GRANT RESEARCH AND COLLOBORATION

- HUD VASH Administrative Fee Funding - Due March 1, 2026
- ROSS Rapid Response Grant - Due March 15, 2026
- Youth Build - Due March 2, 2026
- Second Chance Act Addressing the Needs of Incarcerated Parents and Their Minor Children - Due March 30, 2026
- Second Chance Act Youth Reentry Program - Due April 6, 2026