

Housing Authority of the County of Chester

# MARCH 2026 BOARD REPORT

March 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.

610-436-9200

[www.haccnet.org](http://www.haccnet.org)

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

# Agenda

**Regular Meeting**

**March 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 February 24, 2026

**RESOLUTION: 2026-02**

**JMB Temporary Maintenance Contract**

**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 February 24, 2026.

## **PRESENT:**

Patrick Bokovitz, Donnell Sheppard, 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:**

A representative from the Church Street Towers Tenant Council discussed plans for a garden installation project. On May 9, 2026, the West Chester Green Team will install plants around the building sign and front garden area at no cost to HACC. Senator Carolyn Comitta has donated a Little Free Library, pending utility clearances and approval. There will be a ribbon-cutting ceremony on May 20, 2026 at 11:00 a.m., with participation from the Mayor's Office and Senator Comitta. Efforts are also underway to obtain media coverage through the Daily Local News and 6ABC. A resident asked about a deadline for tenants to transition to RentCafe online rent payments. Staff reported that no formal deadline has been set and HACC continues to work with tenants as they adjust to the system. A resident reported that his account shows a zero balance due to unapplied credits or charges within the system. Staff reported that individual accounts may need to be reviewed and corrected on the back end. A resident inquired about outreach efforts to enroll residents in Chester County ConnectCare services. Staff reported that presentations were held at several sites to introduce the program and assist residents with enrollment. Usage will depend on residents' needs.

## **RESOLUTIONS:**

On a motion by Donnell Sheppard, with second by Daniel Garcia, minutes of January 20, 2026, were approved with 4 ayes and 0 nays. Resolution 2026-01, Approval of the 2026 Personnel Policy Updates, was approved by Donnell Sheppard with a second by Theodore Claypoole, was approved with 4 ayes and 0 nays.

**CHIEF EXECUTIVE DIRECTOR/PAUL DIGGS:** HUD advised housing authorities to limit voucher program expenses due to potential funding shortfalls, and staff drafted a letter requesting landlords cap rent increases at 3% or refrain from increasing rent temporarily as a cost-control measure. Staff continues working with HUD regarding a potential funding shortfall for 2025. Recertifications are current and ahead of schedule, supporting HUD compliance. HACC is working to absorb Emergency Housing Vouchers (EHV) into the HCV program, as funding is expected to end in September.

**HUMAN RESOURCES/REGINA SCHETROMA:** The Board was informed of updates to the Personnel Policy, including the addition of an AI Usage Policy, a Domestic Violence Policy, and updates to the 2026 Annual Benefits Program. Minor grammatical revisions and clarifying language were also made to ensure consistency with applicable laws. The updated policy will be implemented on March 2, 2026, and employees will be required to review and submit a signed acknowledgment.

**HOUSING CHOICE VOUCHER PROGRAM/BRENDA GOMEZ:** Staff reported that 60% of participants are using the Yardi online portal for communication and document submission. The HCV Program is on track to submit the 2025 SEMAP by the required deadline, following a 2024 score of 96. Planning has begun for a Landlord Symposium tentatively scheduled for October. Voucher issuance remains paused, including VASH vouchers.

**PUBLIC HOUSING, ADMINISTRATIVE/BASHAIRRA HENRY:** Recertifications are at 96.65% year-to-date, exceeding the 95% requirement, and the occupancy rate is 95%. Annual inspections began in January, with inspectors noting improvements from last year. Quarterly resident meetings have begun at each site, with the next meeting scheduled for April. Staff emphasized the importance of timely recertifications, submission of paperwork, and reporting work orders to residents.

**FINANCE, PAUL BORIS/THUC-NHI DINH:** Staff reported that the year-end close and unaudited submission for FY2025 are in progress. The report is due to HUD on March 15, 2026, with completion expected ahead of the deadline. January showed higher port-out payments due to retroactive adjustments, which are expected to normalize. A full update on FY2025 financials will be provided at the next meeting, March 24, 2026.

**STRATEGIC INITIATIVES/MARREA WALKER-SMITH:**

Staff submitted a \$500,000 grant application with the Chester County Juvenile Probation Department for youth after-school programming. HACC partnered with the Crime Victims' Center on a \$900,000 grant application for housing assistance for human trafficking victims. Staff is also pursuing additional funding opportunities, including HUD-VASH administrative funds, Rapid Response funding, and the YouthBuild grant in partnership with Chester County OIC.

A motion was made by Patrick Bokovitz at 5:21 to adjourn the meeting.

The next meeting is on March 24, 2025; the Board of Commissioners meeting will be held virtually.

2026 (B)

  
\_\_\_\_\_  
Commissioner Signature

3/24/2026  
\_\_\_\_\_  
Date

# CEO MESSAGE - MARCH 2026



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

## *Who Qualifies and for How Long? HUD Rethinking Housing Assistance in America.*

As we continue to monitor evolving federal housing policy, we remain deeply concerned about the direction and potential consequences of recent changes pushed by the U.S. Department of Housing and Urban Development, including the increased use of SAVE data matching, proposed work requirements, and the introduction of term limits for housing assistance.

- **Systematic Alien Verification for Entitlements (SAVE)** program, which uses federal databases (primarily Department of Homeland Security records) to verify immigration status for housing
- **Proposed Work Requirements** would require able-bodied adults below a certain age who receive housing assistance to meet minimum hourly requirements per week or month
- **Term Limits for Housing** sets a maximum duration that individuals/families can receive housing aid, which may vary from 2 to 5 years, depending on policy

As a Public Housing Authority, we are especially concerned about the impact on vulnerable, non-elderly, non-disabled households who may not qualify for exemptions but still encounter significant barriers to economic mobility, such as childcare costs, underemployment, or limited access to higher-wage opportunities. Without additional federal investment in supportive services, workforce development, and affordable housing supply, these policies risk creating hardship rather than alleviating it.

*Paul Diggs*

# HOUSING CHOICE VOUCHER

HCV completed timely recertifications with a score of **95%**

The HCV Department continues its audit preparation efforts, focusing on ensuring compliance and the accuracy of all required documentation. The department is awaiting completion of Nelrod's utility allowance study, which will inform program updates and regulatory compliance. Planning for the upcoming Landlord Symposium is underway, with an emphasis on strengthening landlord engagement. Additionally, staff is updating Nelrod's rent reasonableness comparables to ensure alignment with current market conditions.

## SPECIAL VOUCHER PROGRAM UPDATE

The Family Unification Program (FUP) currently has 41 vouchers under lease, while the Foster Youth to Independence (FYI) program has 14. The Emergency Housing Voucher (EHV) program has 69 vouchers currently leased. HUD has announced that it will no longer provide funding for the EHV program; therefore, these vouchers will be absorbed into the Housing Choice Voucher (HCV) program moving forward.

## HUD(SRO) PROGRAM UPDATE

Jefferson Place: 22 units are under contract, with 23 currently under lease. LibertyHouse: 27 units are under contract, with 28 currently under lease.

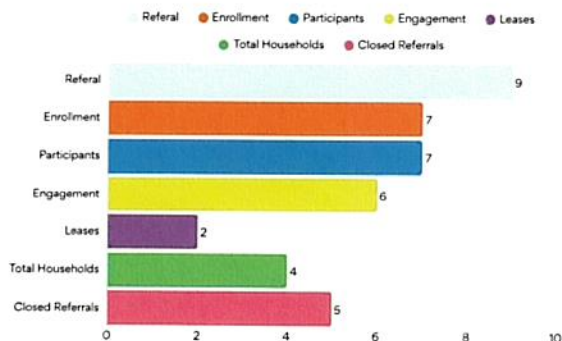
## VETERAN AFFAIRS SUPPORTIVE HOUSING

The VASH program currently has 356 active vouchers. As of 2025, one participant is actively searching for housing, and as of 2026, 11 participants are in the process of locating suitable units

## FAMILY SELF-SUFFICIENCY PROGRAM

The FSS Coordinator performed housing specialist functions and case manager tasks for all FSS participants, including, but not limited to, annual recertifications, Interims, moves, and rent increases. FSS Coordinator enrolled 2 new participants into the FSS program, hosted various goal-setting, enrollment, and graduation preparation meetings with FSS participants.

## HOUSING LOCATOR PROGRAM



# PUBLIC HOUSING

During February, the Public Housing program showed measurable improvement in several key operational areas. Staff made significant progress in completing annual certifications and interims on time, collecting monthly rent, and addressing work orders.

## 01 Oxford Terrace

2.28 – Chesco Food Bank held a cooking demonstration

Vacancies

- 5 vacant units – pending make-ready

**Comments:** Maintenance continues to work in vacant units. Focus geared towards completing recertifications, improving rent collection, screening new applicants and addressing repairs cited by the borough. Additionally, we continue to assist residents with rentcafe.

## 02 Locust, Maple, Spruce Courts

2.28 – 3 Locust moved out

Vacancies

- Locust Court – 5 vacant units – 4 Units ready. Pending Tenant transfers and referrals for domestic violence applicants
- Maple/Spruce – 1 vacant unit, anticipated lease signing March 6th

**Comments:** Focus geared towards completing recertifications, improving rent collection, leasing vacant units, and addressing repairs cited by the borough.

## 03 King Terrace

2.28 – Chesco Food Bank held a cooking demonstration

Vacancies

- 5 vacant units pending renovations in 2026

**Comments:** Focus geared towards completing recertifications, improving rent collection, screening new applicants and addressing repairs cited by the borough. Additionally, we continue to assist residents with rentcafe.

## 04 Church Terrace

2.7 – Borough of West Chester conducted the annual rental license inspection

2.9 – Signed lease for unit 204

Vacancies

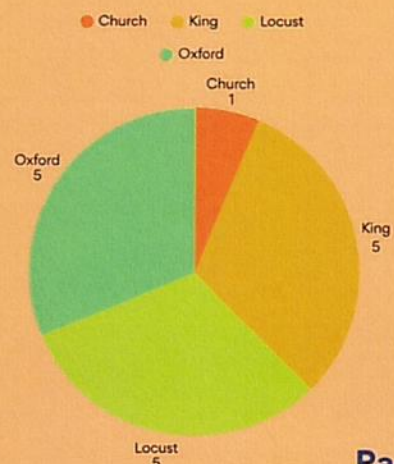
- 1 vacant unit – Set-aside unit pending MHIDD’s referral

**Comments:** Focus geared towards completing recertifications, improving rent collection, screening new applicants, and addressing repairs cited by the borough.

- **King Terrace - 90%**
- **Locust Court - 80.67%**
- **Oxford Terrace - 89.5%**
- **Church Towers - 98.27%**
- **Maple Court - 100%**
- **Spruce Court - 100%**

Property	Routine	Closed	Emergency	Closed
Church Towers	24	11	1	1
King Terrace	9	6	1	1
Oxford Terrace	4	4	0	0
Locust Court	14	4	1	1
Maple Court	0	0	0	0
Spruce Court	2	2	0	0

Vacancy Rates



# ROSS PROGRAM

## RENT REBATE CLINIC

HACC coordinated on-site Rent Rebate clinics in partnership with multiple state representatives representing countywide offices. As a result of these in-person sessions, approximately 70 HACC residents are expected to receive rebate benefits. Additional residents submitted applications independently using personal devices or other available resources.

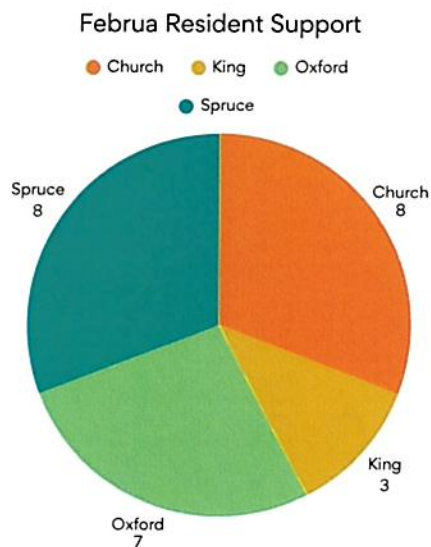
## COOKING DEMONSTRATION

The Chester County Food Bank conducted cooking demonstrations this month at both Oxford and King Terrace, providing residents with practical guidance on preparing nutritious, cost-effective meals. The sessions focused on creative ways to stretch ingredients by using a variety of vegetables and seasonings, helping participants learn how to maximize flavor while staying within budget. These demonstrations supported residents in building skills for healthier eating and more efficient meal planning.

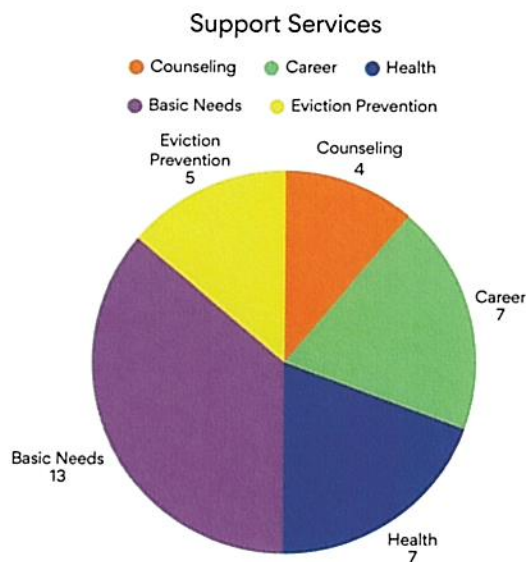
## ESL AND ADULT LITERACY PROGRAMS

ROSS Coordinator is actively working to identify and evaluate resources to support the development of adult literacy and ESL programming. This includes engaging with community partners, educational institutions, and local service providers to assess available offerings and potential collaborations. Efforts are focused on ensuring that future programs are accessible, responsive to resident needs, and aligned with opportunities that promote educational advancement and workforce readiness.

## RESIDENT SUPPORT



## SUPPORT SERVICES



# HUMAN RESOURCES

## ADMINISTRATION

**Performance Evaluation:** On February 3, 2026, the Human Resources Department introduced the new HACC performance evaluation process. The presentation was a joint effort between the Housing Authority of the County of Chester's HR Manager and HR professionals from other Housing Authorities, ensuring HACC's approach continues to align with industry standards. Building on this presentation, the HR Manager provides monthly guidance and best-practice tips to assist managers throughout the evaluation cycle, covering performance documentation, evaluation preparation, and giving constructive feedback. These communications aim to improve consistency in evaluations and minimize potential risks.

**Employee Wellness:** HR Department expanded employee wellness initiatives in 2026. A monthly wellness communication will be distributed to staff, highlighting health resources, wellness tips, and available benefits to support wellness. February's initiative recognized American Heart Month and included heart-healthy lifestyle guidance along with resources available through our insurance carrier, Independence Blue Cross (IBX).

**Delaware Valley University Partnership:** The Housing Authority has joined Delaware Valley University's Educational Partnership Program, which provides employees and their dependents with discounted tuition for degree programs, certificates, and professional development courses. A Q&A information session with a Delaware Valley University representative is scheduled for March 10th to provide staff with additional details about this opportunity.

## EMPLOYEE AND RESIDENT ENGAGEMENT

The Human Resources Department launched a staff feedback survey in February to gather employee input on key areas for improvement. The survey covered staff meeting content, potential benefit offerings, and desired training opportunities. Nine out of twenty-three employees completed the survey. Although fewer employees participated than expected, their responses provided helpful insights into employee interests and highlighted areas where additional engagement and communication could benefit the organization. The HR department will review the responses and incorporate relevant suggestions into upcoming initiatives.

## ONBOARDING/NEW HIRES/INTERNS

The HR Manager held a meeting with an Immaculata University finance student to discuss internship opportunities with the Housing Authority of the County of Chester (HACC). The Immaculata University Finance Department will coordinate the internship with HACC, which will run twice a week from late March through May. The intern will assist with filing, updating vendor profiles, and supporting the purchase order process.

## TRAINING

HACC Staff attended a Customer Service Workshop on February 26<sup>th</sup>, facilitated by Brian Littlehale of Vitruvian Leadership. The facilitator has extensive experience working with Housing Authorities and provided practical, housing-specific examples throughout the session. The training focused on communication strategies, customer interactions, and service delivery for all Housing Authority participants.

### **Housing Specialist Certification**

Owen Duncan and Bianca Sanchez attended Housing Specialist Certification training through Nan McKay. This training supports professional development and strengthens program knowledge for Housing Choice Voucher operations.

# STRATEGIC INITIATIVES & GRANT COMPLIANCE

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## GRANT COMPLIANCE

- FSS Grant Closeout for Fiscal Year 2025 has been successfully completed and submitted to the U.S. Department of Housing and Urban Development (HUD) in accordance with all applicable requirements.
- The PHARE Grant has received an approved budget extension, allowing for the continued expenditure of remaining Fiscal Year 2025 funds in accordance with grant requirements.

## GRANTS PENDING DECISION

- **PCCD grant in partnership with Chester County Juvenile Probation Department - \$498,000**  
Fifty youth will participate in an individual academy curriculum that provides a structured, skill-focused instruction tailored to each participant's risks, strengths, and goals. This component emphasizes personal accountability, decision-making, emotional regulation, academic and career readiness, entrepreneurship, and pro-social skill development through individualized lessons and guided reflection.
- **US Department of Labor YouthBuild Grant - \$1,500,000**  
The NextGen Builders of Chester County program will implement an expanded Construction Plus model that integrates traditional construction training with diversified career pathways, workforce development, and comprehensive wraparound supports. While participants will engage in hands-on rehabilitation of public housing developments and earn industry-recognized construction certifications, this program intentionally broadens career exposure to include digital marketing certifications, business development training, and case management services.
- **US Department of Justice, Office of Victim Services - \$1,200,000**  
Enhance access to safe, stable, and survivor-centered housing for victims of human trafficking in Chester County through a coordinated partnership between the Housing Authority of the County of Chester (HACC) and Crime Victims' Services of Chester County (CVSCC). This partnership seeks to: (1) Increase housing stability and long-term safety for survivors of human trafficking by removing barriers to emergency, transitional, and permanent housing; (2) Deliver trauma-informed, survivor-centered services that promote autonomy, economic security, and long-term well-being

## GRANTS PURSUING

- 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
- Main Street Matters Program - May 29, 2026
- Neighborhood Assistance Program - May 29, 2026