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# Agency Progress & Strategic Wins

Presentation to  
Fulton County Board of Commissioners  
April 2026

# 2025 Presentation Recap



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- **New Board of Commissioners appointed (July 31, 2025)**
- **New Executive Director, Legal Counsel, and Fee Accountant installed**
- **Staff trained to ensure consistency and uniformity across operations**
- **Transition initiated to a new software system**
- **Independent auditing firm procured**
- **HUD reporting brought current**
- **Annual inspections reinstated**
- **Timely payments established for landlords (HAP) and vendors**
- **Anthem III development closed started construction**
- **Active collection of outstanding portability payments**

# **Moving Forward: Agency Turnaround & Stabilization**



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- **Our agency has faced challenges—but we are making measurable progress**
- **We are committed to transparency, compliance, and service excellence**
- **Today's focus: our wins and forward momentum**

# Good News

- **Improved HUD Compliance and reporting**
  - Improved HCV SEMAP score from trouble to standard range
- **Improved operations and services**
  - We are servicing people faster. Service times are down 30% and 85% of request are completed on time
- **Audits actively progressing**
  - 1 of 4 audits almost complete; Hope to have 75% of the audits completed before the end of the year
- **Expansion of affordable housing**
  - Added 268 new affordable units added (+25% portfolio growth)
- **Significant progress made toward financial recovery, supported by new funding**
  - \$5M new funding secured; reducing agencies overall deficit

# Financial Recovery and Stability



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- **Secured \$1.9 million plus in HUD set-aside funds**
  - Addressing 2025 HCV funding shortfalls
- **Recovered \$700,000 plus in outstanding portability funds**
- **Closed on 2 development projects bringing in additional unrestricted funds to the PHA**
- **Strengthening financial position and sustainability of the agency**

# Governance & Leadership

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- **Our Board of Commissioners completed comprehensive governance training**
- **Our Board of Commissioners are actively engaged in:**
  - Strategic planning and the direction of the agency
  - Monitoring audit progress and financial recovery
  - Ensuring accountability at all levels of the organization
  - Long term sustainability of the agency
  - Policy alignment with HUD expectations
  - Supporting leadership in executing agency improvements

# Strengthening HUD Partnership

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Our relationship with HUD has significantly improved

- **Active collaboration to resolve prior and current issues**
- **No recent grievance correspondences from HUD**
- **Continued alignment with federal expectations**
- **Maintains compliance with HUD reporting requirements, including:**
  - Voucher Management System (VMS) HCV Financial reporting
  - Section 8 Management Assessment Program (SEMAP)
  - Annual plan and 5-year action plan

# Customer Service & Engagement



- **Improved staff collaboration and morale**
- **Reduced wait times for participants**
- **Increased participants and Landlord satisfaction and engagement**

## **Families now:**

- Visit office for recertifications
  - Attend briefings and education sessions
- **Focus increased on:**
    - Program rules and policies
    - Access to community resources
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# Operational Improvements



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- **Successfully converted to Yardi System**

## **Benefits**

- Faster processing times
- Improved data management
- Increased operational efficiency


# Audit Progress Underway

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- **Audits now in progress for 2022–2025**
- **Focused on bringing all audits current and restoring full compliance**
- **Agency is currently considered “troubled” performer**
  - The agency may remain designated as a trouble performer until all outstanding audits are complete

# Homeownership Success

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- **Homeownership Program reinstated**
  - **2 families successfully closed on homes in 2026**
  - **Supporting long-term stability, Family Self Sufficiency and generational wealth**
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# Expanding Affordable Housing

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- **Partnered with developers to expand affordable and workforce housing**
  - Creating 124 units under 80% AMI in North Fulton area
  - Will create 84 units under 80% AMI in South Fulton area
- **Completed Anthem 3 development**
  - Creating 60 new affordable housing units
  - 27 are HAFC Project Base units
  - Grand opening in May 2026

# Committed to Progress

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- We recognize past challenges
- We are delivering measurable improvements
- We are proud of the progress made
- We are **COMMITTED** to maintaining momentum and continuing to raise the standard for how we serve our residents and our community

**Thank You**

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