



# Housing Choice Voucher Program

- ▶ CVR offers a full range of Housing Choice Voucher (HCV) Services, including Program Administration, Inspections, and Technology Tools.



## HCV Program Administration

- Provide consulting and program management services
- Interpret and implement new HUD policies and requirements
- Develop strategies for responding to audit findings
- Provide customized training based on client needs and assessments
- Conduct program assessments and process mapping in order to improve program efficiencies, identify training areas, and reduce administrative costs
- Oversee waiting list openings, including marketing materials, call center, applicant assistance, lottery selection, and applicant notifications



## Inspection Services

- Offer Inspections by certified and lead-based paint trained inspectors
- Provide technology tools that create efficient and effective routes
- Assist Owners and Participants by offering a dedicated Web Portal to access real-time information, including schedules, results and deficiencies
- Deliver immediate notice to the PHA, owner and tenant for failed inspections via email and mail
- Provide customer service Call Center



## Technology Tools

- Provide proprietary HCV technology tools to reduce administrative costs and improve efficiency:
  - Applicant Portal for simple online wait list application management
  - Inspections Management System to monitor inspectors, improve communication, and maintain letters and photos in real-time
  - Quality Control Management System to monitor compliance, staff performance, and reduce errors
  - Owner Portal to manage owner activity

**FOUNDED** on Experience,  
**BUILT** on Performance.

**For almost 30 years, CVR has established a reputation of providing innovative solutions for the affordable housing industry.**

Founded by a team of experienced professionals and built on a history of consistent high performance, CVR provides a full range of consulting services to our clients nationwide.

CVR's focus is on assisting clients to realize organizational efficiencies by providing technical assistance, strategic planning, technology solutions and program management for affordable housing programs. CVR's dedicated consulting teams are committed to meeting our clients' needs.

Our technical expertise, interpersonal skills and understanding of the unique challenges of each organization enable us to consult effectively with clients' program participants, property owners, community officials and other stakeholders.



Mixed-Finance  
Development/Portfolio  
Capital Management




Technology Solutions



Housing Choice Voucher  
Program Operations

**Contact us to learn more!**

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