CHARLOTTESVILLE REDEVELOPMENT &
HOUSING AUTHORITY

P.O. BOX 1405

CHARLOTTESVILLE, VIRGINIA 22902

TELEPHONE/TTY/711: (434) 326-4672 FAX: (434) 971-4797

www.cvillerha.com

Residents *FIRST*!

Charlottesville Redevelopment and Housing Authority
Board of Commissioners Work Session
City Council Chambers
Thursday, January 15, 2026, at 6:00 pm

Agenda

I. Call to Order
Roll Call of Commissioners
Moment of Silence

II. Closed Session: Personnel Matters

III. Board Training (Verbal)

IV. PHAR Comments/ Public Comments

Adjournment

EQUAL HOUSING OPPORTUNITY

CRHA does not discriminate on the basis of race, color, sex, age, religion, national origin, disability, veteran status, or union affiliations in any of its federally assisted programs and activities.

CHARLOTTESVILLE REDEVELOPMENT
AND HOUSING AUTHORITY
500 1st Street South
CHARLOTTESVILLE, VIRGINIA 22902
TELEPHONE: (434) 326-4748
www.crha.com

CRHA RESOLUTION # 1499

RESOLUTON APPROVING THE AMENDMENT OF CHARLOTTESVILLE REDEVELOPMENT AND HOUSING AUTHORITY'S PROCUREMENT POLICY.

BE IT RESOLVED, by the Board of Commissioners of the Charlottesville Redevelopment and Housing Authority, that the attached CRHA Procurement Policy changes are hereby authorized and adopted.

Adopted this 23th day of February, 2026

_____ _____
Brigid O'Rourke, CRHA Board Chair Date

_____ _____
John M. Sales, Secretary Date

EQUAL HOUSING OPPORTUNITY
CRHA does not discriminate on the basis of race, color, sex, age, religion, national origin, disability, veteran status, or union affiliations in any of its federally assisted programs and activities.

CHARLOTTESVILLE REDEVELOPMENT
& HOUSING AUTHORITY

P.O. BOX 1405
CHARLOTTESVILLE, VIRGINIA 22902

TELEPHONE: (434) 326-4672
www.cvillerha.com

Charlottesville Redevelopment and Housing Authority
Board of Commissioners Board Meeting
Monday, February 23rd, 2026 at 6:00 pm

Agenda

I.	Call to Order	
II.	Roll Call of Commissioners	
III.	Moment of Silence	
IV.	General Announcements / Meeting Dates / Reminders	
V.	Updates from Commissioners and Discussion	
VI.	Public Comments followed by PHAR Comments	
VII.	Approval of Board Minutes from	Attachment A
VIII.	*Resolution No: 1492 Procurement Policy Modification.* *John Sales*	Attachment B
IX.	*Resolution No: 1499 Parking Policy*	Attachment D
X.	Housing Director Update	Attachment G
XI.	HCV Program Manager Update	Attachment H
XII.	Finance Update (verbal)	
XIII.	Public Comments	
XIV.	Adjournment	

CRHA does not discriminate on the basis of race, color, sex, age, religion, national origin, disability, veteran status, or union affiliations in any of its federally assisted programs and activities.

CRHA Meeting Announcements:

CRHA Board Work Session:	Thursday, March 12th, 2026, at 6:00 pm
CRHA Board Regular Meeting:	Monday, March 23rd , 2026, at 6:00 pm

Redevelopment Committee Meeting: Every 1st Thursday of the month, at **3:00 pm – 4:00 pm**
Join Zoom Meeting: https://zoom.us/j/9588556349
Meeting ID: 958 855 6349

Safety Committee meeting: Every 3rd Wednesday of the month, at **12:00- 1:00 pm:**
Resident Services Committee: Every 2nd Tuesday of the month
at 1:00 pm

Individuals with disabilities who require assistance or special arrangements to participate in the public meeting may call (434) 987-1267 or submit a request via email to ada@charlottesville.gov. The City of Charlottesville requests that you provide 48 hours' notice so that proper arrangements may be made.

EQUAL HOUSING OPPORTUNITY

CRHA does not discriminate on the basis of race, color, sex, age, religion, national origin, disability, veteran status, or union affiliations in any of its federally assisted programs and activities.

CHARLOTTESVILLE REDEVELOPMENT &
HOUSING AUTHORITY

P.O. BOX 1405

CHARLOTTESVILLE, VIRGINIA 22902

TELEPHONE/TTY/711: (434) 326-4672 FAX: (434) 971-4797

www.cvillerha.com

Residents *FIRST*!

Charlottesville Redevelopment and Housing Authority
Board of Commissioners Work Session
City Council Chambers
Thursday, February 12, 2026, at 6:00 pm

Agenda

I. Call to Order
Roll Call of Commissioners
Moment of Silence

II. Closed Session: Personnel Matters

III. Eviction Diversion Program: Kathleen Glenn-Matthews (Deputy Director), *Attachment A*

TerAna Banks (Compliance Manager/ Interim Director of Property Management)

IV. PHAR Comments/ Public Comments

Adjournment

EQUAL HOUSING OPPORTUNITY

CRHA does not discriminate on the basis of race, color, sex, age, religion, national origin, disability, veteran status, or union affiliations in any of its federally assisted programs and activities

EVICTION DIVERSION PROGRAM

OVERVIEW

In 2025, the Charlottesville Redevelopment and Housing Authority (CRHA) launched its Eviction Diversion Program (EDP). CRHA believes that eviction should be used as a last resort but has not had a structure to thoroughly address underlying issues that can lead to eviction.

The Eviction Diversion Program provides residents with an opportunity to resolve rental issues and avoid a drawn-out court process. Through EDP, Property Managers collaborate with Resident Services to assist residents in achieving housing stability through rental assistance and supportive services.

PROCESS

IDENTIFY
Property Manager identifies resident at-risk of eviction. Most common at-risk causes are nonpayment of rent, lease violation (non-violent), or other observed issues.

REFERRAL
Property Manager acquires consent from resident. The resident is then connected to a Resident Service Coordinator or an external agency, depending on their specific needs and preferences.

ACTION
Resident Services meets with the resident to discuss their specific needs. The Resident Service Coordinator provides individual case management to resolve immediate risk.

FOLLOW-UP
Resident Service Coordinators work with residents on addressing underlying issues (e.g. budgeting, job instability, transportation, mental health). RSCs follow-up with Property Managers for updates on progress and recommendations

COLLABORATION
For chronic issues, Property Managers and Resident Service Coordinators work together with the resident to build a service plan that addresses needs. These meetings may take place multiple times and

CONTINUANCE
There is no one-size-fits-all solution. Many cases require intensive and prolonged case management.

Charlottesville Redevelopment and Housing Authority FY26

EVICTION DIVERSION PROGRAM

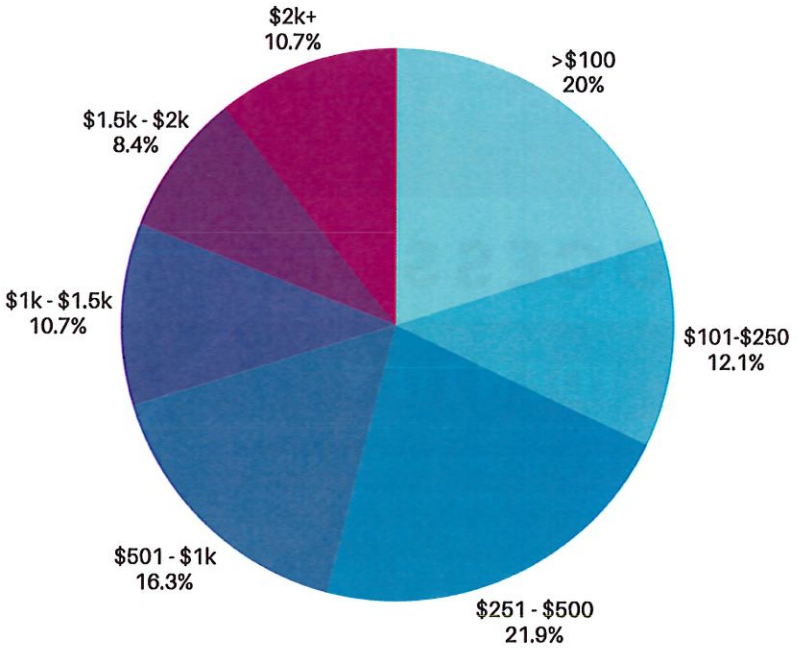
RISK ACROSS ALL SITES

PUBLIC HOUSING/LIHTC/PBV

215 FAMILIES ARE CURRENTLY AT RISK OF EVICTION

$189,921 CURRENTLY OWED

AMOUNT OWED	# OF HOUSEHOLDS
$1 - $100	43
$101-$250	26
$251 - $500	47
$501 - $1,000	35
$1,001 - $1,500	23
$1,501 - $2,000	18
$2,001+	23



FILINGS APRIL 2024 - FEBRUARY 2026

PUBLIC HOUSING/LIHTC/PBV

NUMBER OF FILINGS	TOTAL OWED
22 RENT	$76,922
3 NON-RENT	$905
4 RENT & NON-RENT	
30 TOTAL	*$77,827*

NON-PUBLIC MARKET RATE PORTFOLIO

NUMBER OF FILINGS	TOTAL OWED
9 RENT	$29,073
3 NON-RENT	$3,399
12 TOTAL	*$32,472*

16 EVICTIONS DIVERTED

Charlottesville Redevelopment and Housing Authority

FY26

EVICTION DIVERSION PROGRAM

EDP PARTICIPATION, ALL SITES

AUGUST 2025 - JANUARY 2026

106 FAMILIES ARE CURRENTLY ENROLLED IN EDP

98% WERE REFERRED FOR NON-PAYMENT OF RENT

88 PARTICIPANTS HAVE EXITED THE PROGRAM SINCE AUGUST

THOSE WHO EXITED WERE IN EDP FOR AN AVERAGE OF 76 DAYS

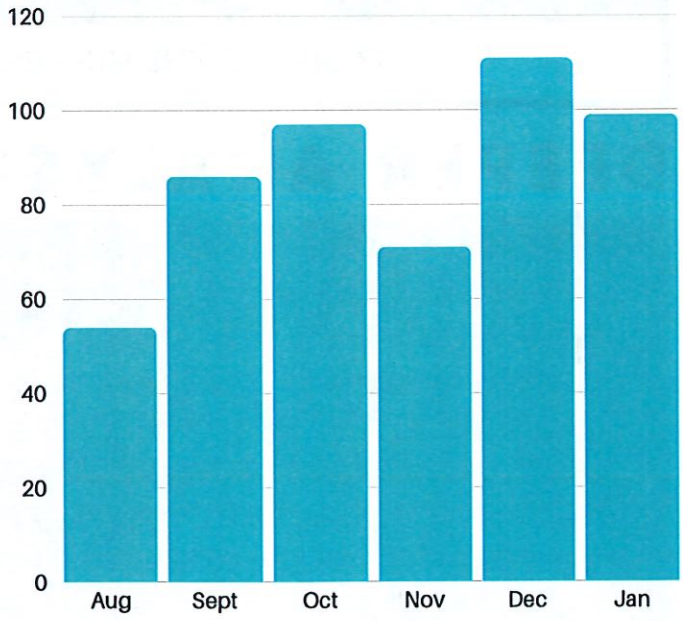
18 NEW PARTICIPANTS PER MONTH, ON AVERAGE

82% ARE CARRIED OVER FROM THE PREVIOUS MONTH

MONTHLY REFERRALS

MONTH	# IN EDP
AUGUST	54
SEPTEMBER	86
OCTOBER	97
NOVEMBER	71
DECEMBER	111
JANUARY	99
TOTAL	*518**

**NON-UNIQUE*



FROM AUGUST TO JANUARY, REFERRALS INCREASED BY **55%**

EVICTION DIVERSION PROGRAM

EARLY RESULTS

Although data collection strategies continue to be refined internally, we are able to share some early results. The following data is from Westhaven from April 2025 - January 2026.

17% OF PARTICIPANTS EXITED WITHIN 3 MONTHS

THOSE WHO EXITED WERE IN EDP FOR AN AVERAGE OF 80 DAYS

12 NEW PARTICIPANTS PER MONTH, ON AVERAGE

65% ARE CARRIED OVER FROM THE PREVIOUS MONTH

$8,500+ WAS CONTRIBUTED TOWARD RENTAL ASSISTANCE FROM LOCAL ORGANIZATION

THIS ASSISTANCE CLEARED DEBT FOR ONLY 12 HOUSEHOLDS

$732.45 IS THE MEDIAN AMOUNT OF BACKRENT OWED ACROSS THE SITE

$7,000+ IS THE HIGHEST, $38 IS THE LOWEST

DEEPER ANALYSIS

Looking at the data from this site, we are able to see some immediate lessons to be applied:

1. Looking at patterns of missed payments, late payments, and debt accrual, there is a clear need for budgeting and financial education.
2. Immediate efforts should be made to provide more information and technical assistance in setting up autopayment features for residents to avoid late fees.
3. Chronic nonpayment needs to have much earlier intervention.
4. Outreach and information about the Eviction Diversion Program needs to be more thoroughly saturated throughout the community.
5. Lease education, especially for curable deficiencies, needs to be readily available for residents and in plain language.

EVICTION DIVERSION PROGRAM

AREAS OF IMPROVEMENT

Internally, there are some immediate steps that CRHA is taking to better execute the Eviction Diversion Program:

- Training with staff on data collection and documentation.
- Increased roundtables for critical issues.
- Increased communication with residents about the Eviction Diversion Program.
- Improved internal communication to ensure that a case can be closed out.
- Lease education for all residents upon move-in.

Externally, we are continuing to seek and build upon relationships with local partners to address the following gaps:

- Mental health support for those struggling with chronic issues.
- Substance use and addiction resources.
- Financial literacy and budgeting training that is in accessible language and involves hands-on practice.
- Funds for rental assistance.
- Sources for basic needs including food, clothing, and home items.

EXPANSION PILOT

CRHA is working to create a mirror of a program in Flint, Michigan (The Feed Flint Relief Program). This program allows residents, their families, and friends to volunteer at the local food bank in exchange for rent reduction per hour worked. We are proposing a similar program with the Blue Ridge Area Food Bank. The initial pilot will work with households that have $500 or less in owed rent, providing them a community-centered opportunity to reduce their overall debt.

EVICTION DIVERSION PROGRAM

REQUEST FOR SUPPORT

To continue to address the need in our community for rental assistance and build upon the current Eviction Diversion Program, CRHA is asking for $274,000 for the following:

- $220,000 for rental assistance toward arrears
- $54,000 for educational opportunities for residents:
  - $30,000 for budgeting and financial literacy education
  - $12,000 for barrier navigation and eviction diversion as part of the Resident Opportunities and Supportive Services (ROSS) program
    - This program specifically works with individuals in need of barrier assistance but provides extremely limited support funding for residents
  - $12,000 for barrier navigation and eviction diversion as part of the Family Self-Sufficiency (FSS) program
    - Federal funds received for this program go entirely towards the Service Coordinator, leaving no funding for supporting residents as they navigate barriers and eviction-related issues