Rental Housing Integrity Improvement Project (RHIIP) Error Tracking Log (ETL) Initiative

TRACS Industry Meeting
October 31, 2007
RHI I P ETL

- Background
- Purpose and Goals
- ETL Working Group
- Schedule
- Accomplishments
- Next Steps
- Proposed Error Tracking
- Benefits
Background

- In 2001, HUD’s Office of Policy Development and Research (PD&R) issued the Quality Control for Rental Assistance Subsidies Determinations Study.

- The study found that substantial errors were being made in the income and rent determinations that set subsidies HUD pays on behalf of families who receive Public Housing and Section 8 Program Assistance.

- Results of the study allowed the Department to identify the most serious error, their costs, and their apparent causes.

- The study formed the basis for many departmental correction actions including the Error Tracking Log initiative.
Purpose

- The purpose of ETL is to establish whether and to what extent owners are accurately, thoroughly and clearly determining family income and rent in the Office of Housing Rental Subsidy programs.

Goals

- Detect and reduce errors in income and rent calculations.
- Reduce rent underpayments and/or overpayments by residents.
- Maximize HUD’s limited housing resources.
ETL Working Group

Project Sponsors: Lanier Hylton & Deborah Lear
Project Manager: John J. Curry Jr.
Working Group Co-chairs: Mary Ross (Trainer), Fred Hutchins (Service Bureau)

Industry

Vendors
Jed Graef (IPM)  Alan Sharkey
Enrique Temes (HDS)  Rose Marsh
Patti Moore (Mitacs)  Margi McCunniff
James Mauch (Tenmast)  Donna Gohr
Mark Lewis (Tenmast)  John Gula
John Meister (Tenmast)  Anne Christensen
Brent Lawrence (Multisitesys)  Jenna Carp

Contract Administrator
OA
Others

OAO
Sy Rolnic
Michael Johnson
Charlie Kraebel

Others
Michelle Hert
Colleen Bloom

Drayton, Drayton & Lamar Staff

Program Manager  Project Managers  Analysts
Susan Kidd  Donna Seliquini  Nikki Willis
                              Melissa Kidd  Carolyn Johnson

Analysts
Nikki Willis
Carolyn Johnson
Mistee Alt
Lydia Flowers
Proposed Schedule

05/2007 - 04/2008
Phase 1 - Define ETL Solution

05/2008 - 12/2008
Phase 2 - Build ETL Solution

01/2009 - 06/2009
Phase 3 - Pilot/Deploy ETL Solution

**Phase 2 & 3 are subject to available funding**
Accomplishments to Date

- Developed an ETL Needs Statement
- Conducted fact finding site visits of five CAs, a Service Bureau and CA Software Vendor
- Completed “As-Is” research and analysis including a matrix of the business processes
- Currently defining requirements
Next Steps for ETL Initiative

- Finalize Requirements – [November 2007]
- Define Solution Definition Document (To-Be) – [November 2007]
- Quality Control Guide – [December 2007]
- Industry Review Session [January 2008]
Proposed for Error Tracking

- Discovery Points
- Error Types/Causes
- Contributing Factors
- Resolution/Corrective Action
- Reporting
Discovery Points

- Voucher/Certification Review
- Resident Contact
- Management Occupancy Reviews (MORs)
Errors

- What is an Error?
- Error Types
  - Calculations
  - Eligibility
  - Reporting
  - Timing
- Error Causes
Contributing Factors to Error Causes

- Resident Misreporting
- Resident Oversight
- Handbook Interpretation
- Handbook Error
- OA Misreporting
- OA Oversight
- OA Lack of Training – Property Management
- OA Lack of Training – Property Software
- OA Property Management Software Error
Resolutions

- No Payment Error ($0)
- Repayment Made to Tenant (Include $)
- Payment Recovered in full by HUD (Include $)
- Repayment Agreement to HUD (Include $)
- Payment Suspended Temporarily
- Payment Suspended Permanently
- Fraud – Fully Document and Report to HUD
- Payment Unrecoverable
Reporting

- Monthly Detail/Summary Reporting
- Errors reported until resolved
- HUD Statistical Reporting
  - Overpayments
  - Underpayments
  - Resolved
  - Un-resolved
  - Discovery Points
  - Contract Administrators
  - States
Benefits of ETL to HUD and Business Partners

- Validate the CA Program
- Identify focus areas requiring Training, Guidance and Enforcement
- Standardize Operational Procedures and Processes
- Report performance measures via the OMB Exhibit 300
Thank You
For additional questions or comments contact:

ETL Working Group

MF_Error_Tracking_Log@hud.gov