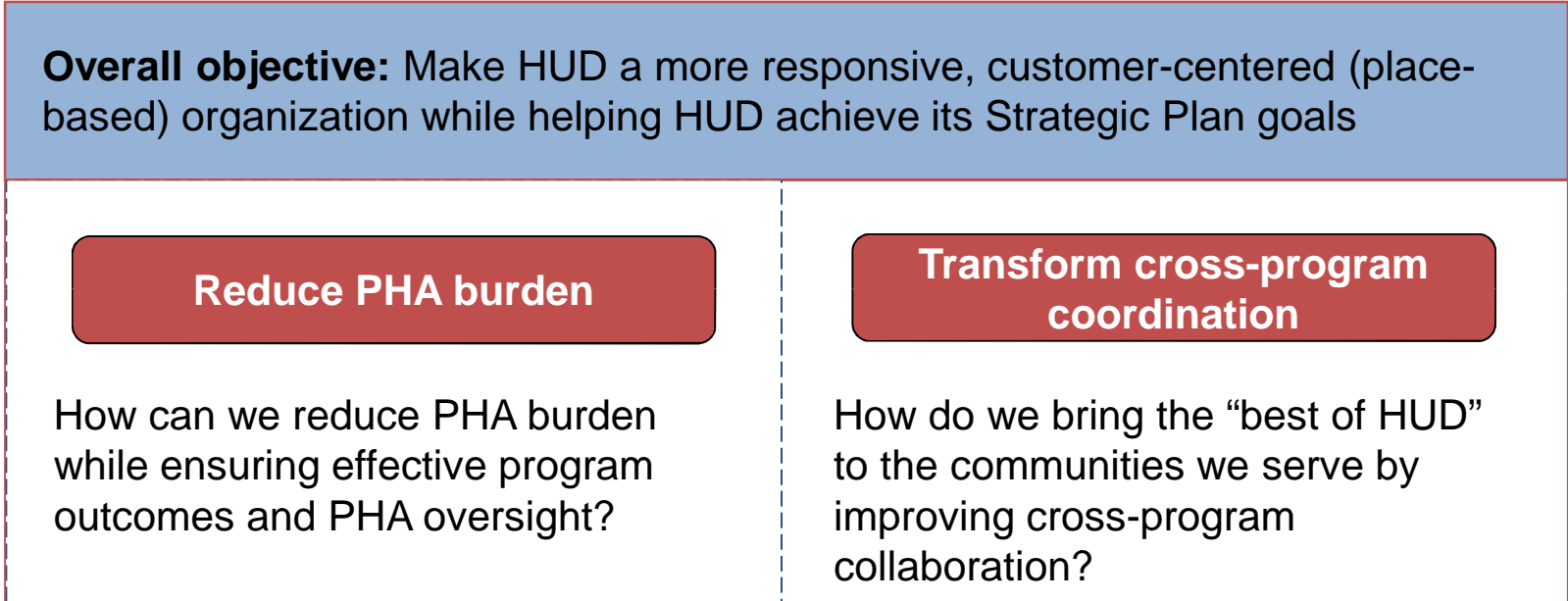# *Transforming the Way HUD Does Business: "Delivering Together"*

Briefing for TRACS Industry Meeting
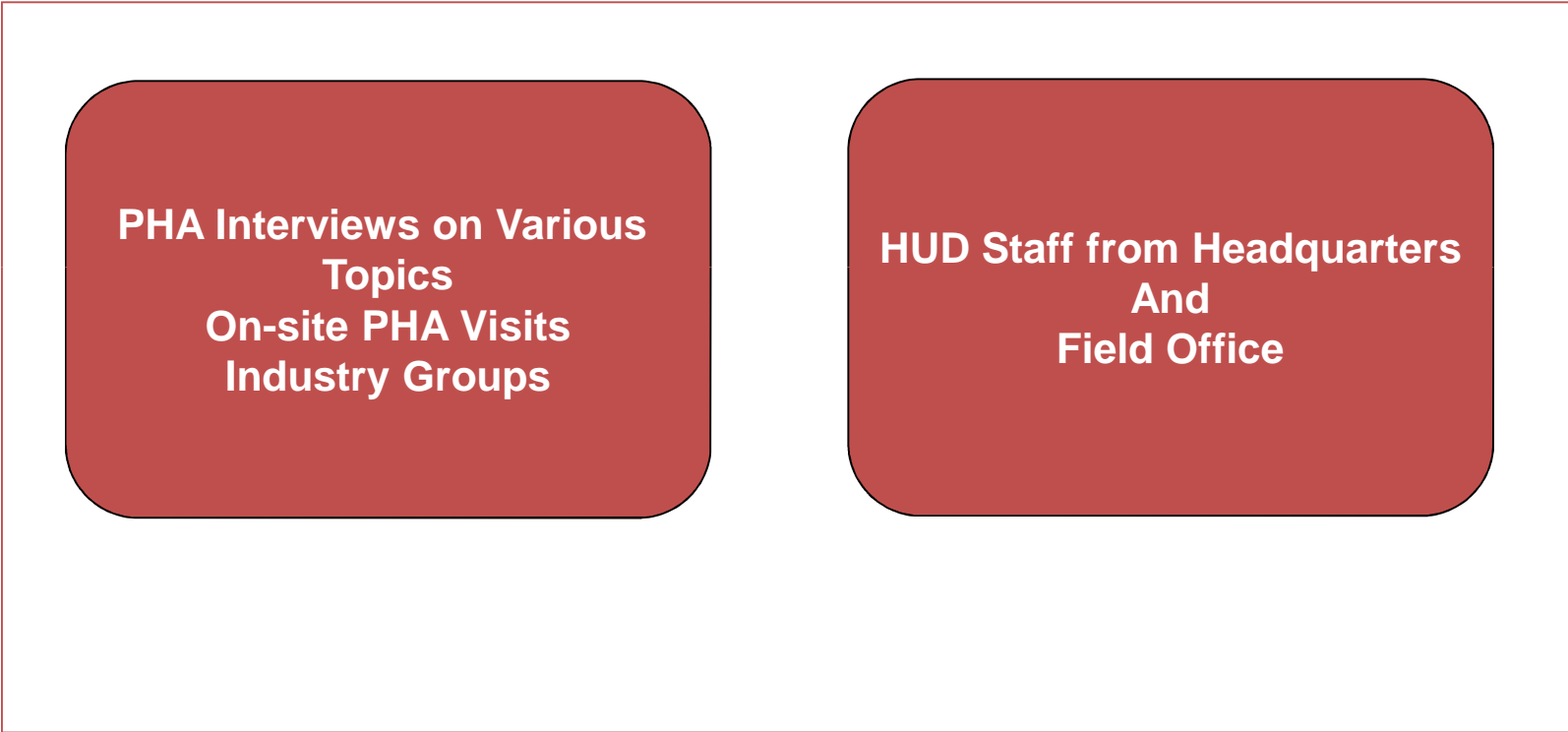
October 26, 2011

"Delivering Together" has two working teams working towards one overall objective

Overall objective: Make HUD a more responsive, customer-centered (place-based) organization while helping HUD achieve its Strategic Plan goals

Reduce PHA burden

How can we reduce PHA burden while ensuring effective program outcomes and PHA oversight?

Transform cross-program coordination

How do we bring the "best of HUD" to the communities we serve by improving cross-program collaboration?

"Delivering Together" Development Team

Team members included 3 representatives from Public Housing, 1 from Housing, 1 from FHEO, and 1 from HUD Budget

PHA Interviews on Various Topics
On-site PHA Visits
Industry Groups

HUD Staff from Headquarters
And
Field Office

HUD can pursue four key initiatives to reduce burden on PHA staff

1. Simplify application and recertification process
   a. Reduce recertification frequency
   b. Clarify income verification hierarchy
   c. Eliminate unnecessary verification of excluded income
   d. Promote tools to streamline the development of utility allowance schedules
   e. Develop the capability for online recertifications

2. Explore opportunities to reduce inspection burden
   a. Clarify current policy for PHA inspections of public housing units
   b. Reduce PHA unit inspection frequency for HCV units

3. Improve poorly functioning systems
   a. Schedule system downtimes around "black-out" periods of high activity
   b. Resolve unscheduled system downtimes
   c. Made forms editable and saveable; automate calculations where possible
   d. Remove expired forms from HUDCLIPS

4. Provide support to enable PHAs to more easily meet requirements
   a. Create a "PIH One Stop Tool" with user guides, FAQs, forms, and calendar
   b. Provide webinars on key training areas for PHAs
   c. Shorten process for LOCCS access

Discussion and Questions