

Chapter 7. PROBLEM RESOLUTION, TARGETED INTERVENTIONS AND FOLLOW-UP

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A.Chapter 6 and 7, respectively, of the Field Office Monitoring of Public Housing Agencies Handbook 7460.7, as amended, should be referred to regarding problem resolution applicable to instances where PHAs lack the capacity or local community support to proceed with those actions necessary to correct systemic OMP problems, and targeted interventions where PHA and local leadership have shown themselves unwilling or unable to improve performance despite HUD's attempts to address PHA problems cooperatively.

B.Chapter 8 of the Field Office Monitoring Public Housing Agencies Handbook 7460.7, as amended, should be referred to for actions required of the Area Office during follow up on a PHA's implementation of its Operational Improvement Plan (OIP) Because deficiencies in a PHA's OMP operations are frequently linked to problems experienced on other functional areas, it is particularly important that close attention be paid to follow-up actions necessary to close OMP findings. Failure to fully resolve OMP deficiencies can easily result in the recurrence/ continuance of problems in other functional areas previously considered corrected.