WELCOME

• Welcome to the PIH Rental Integrity Summit: Reducing Errors by Building a Quality Program.
  
  - PIH is an acronym for the Office of Public and Indian Housing in the U.S. Department of Housing and Urban Development (HUD).
  
  - This summit is an outgrowth of the PIH office’s Rental Housing Integrity Improvement Project (RHIIP).

LEARNING OBJECTIVES

• The training provided in the PIH Rental Integrity Summit is designed to increase the capacity of public housing agencies (PHAs) to:
  
  - Develop systems, standards, and practices that will reduce income and rent errors
  
  - Achieve successful results in future Rental Integrity Monitoring (RIM) reviews by improving PHAs’ understanding of the RIM process
  
  - Develop well-conceived policies and effective procedures, taking into account:
    • Mandatory requirements and prohibitions
    • Areas of policy discretion
  
  - Gather, analyze, and document information through improved skill development in interviewing and analysis
  
  - Apply HUD requirements and standards for effective verification techniques
  
  - Understand and address those difficult aspects of rent calculation where errors are most likely to occur
  
  - Create and maintain a quality control system to reduce rent calculation errors
  
  - Assess, analyze, and cure quality control findings
  
  - Develop and implement a long-term error resolution plan
Reducing Income and Rent Errors by Building a Quality Program

Introduction

ERROR FREE RENT AND SUBSIDY CALCULATIONS

Current, Clear Policies
- Mandatory
- PHA Discretionary
- System for Translating
- System for Updating

Effective Implementing Tools
- Forms, letters, checklists
- Materials for each “audience”
- Computer systems that work

Quality Control
- Preventive QC
- Periodic QC (Internal & External)
- Ongoing Quality Control
- Identifying and Solving Problems

Skilled Staff
- Recruiting
- Training
- Supervision
- Recognition