Overview

1. What is iSERS?

HUD’s iSERS (integrated Subsidy Error Reporting System) is a system developed by HUD’s Office of Housing to track improper payments made by HUD to participants of the Project-Based Section 8 program. The system will provide HUD with the ability to analyze errors and their impacts to subsidy payments for Project-Based Section 8 funds to further achieve the goal of reducing improper payments. Additionally, it will provide visibility into the value of PBCA efforts in resolving errors and the efforts taken to ensure that their occurrence is reduced, and where possible, eliminated.

2. What type of error should be entered into iSERS?

All errors identified during a MOR or through a Resident Complaint that, upon closure, increase or decrease the household’s HAP amount must be entered into iSERS.

3. What if an error ends up having no impact on the household HAP?

Errors originally identified as possibly having an impact on a household’s HAP that end up not impacting the household HAP do not create an improper payment. Therefore, these errors must not be entered into iSERS.

Error Collection and Recording

4. When should an error be submitted to iSERS?

All errors are to be submitted to iSERS once the error has been closed. For Resident Complaints, an error is closed once the complaint has been rectified and a correction to the voucher has been processed. Errors identified during a MOR are considered closed when either the specific finding has been closed or when the entire MOR report has been closed. Multifamily Housing is permitting PBCAs to make their own determination on which of these works better for their own process. In either case, an error must only be sent to iSERS once the revised voucher has been processed. Errors that did not result in an improper payment (i.e. no change in HAP) are not to be submitted to iSERS.
5. **Does iSERS only collect Section 8 data?**

For the initial phase, iSERS is required only for Section 8 errors found during a MOR or through a Resident Complaint. Until further guidance from HUD, the RAD program and the 811 PRA program should not report in iSERS.

6. **If errors are identified for multiple members within a household that affect the HAP, should the PBCA send the error for each individual member or just the Head of Household to iSERS?**

iSERS captures errors at the Head of Household level regardless of who the error can be attributed to. For example, if a reviewer identifies more than one error in the tenant file that may impact the household HAP, and these errors are for several family members, the error is entered into iSERS under the Head of Household. The most appropriate error category and error reason code are chosen.

7. **If a single error is identified for someone other than the Head of Household, should the PBCA send the error for the member or the Head of Household?**

If there is a single error in the file that is attributed to a family member other than the Head of Household, the error is entered into iSERS under the Head of Household.

8. **Some PBCA software currently track errors found when reviewing an owner submitted voucher. Should these errors be sent via iSERS?**

Currently, HUD is only requiring iSERS submissions for errors found at a MOR or through a Resident Complaint. At this time submitting errors found during a voucher review is optional for PBCAs.

9. **If a PBCA chooses to use the Certification and Voucher Review process, can reported errors be duplicated in the MOR process?**

If an error is captured through the Certification and Voucher Review process, there could be instances where an error is duplicated in the MOR process. Because of this possibility, HUD has required site iSERS software to include an indication that there may be a duplicate record already saved in the system. All efforts should be taken to prevent duplicate records as this will negatively impact HUD’s improper payment reporting.
Error Categories and Conditions

10. When an error meets the criteria for more than one of the four error categories, which category should it be recorded in?

A determination must be made by the PBCA as to which category the error fits best. Category tracking is used by HUD to assist in determining root causes of improper payments as well as to determine where to target training resources. HUD will not review CAs on placement of errors within the categories as the placement is subjective.

11. If an error does not exist in the MAT Guide, should it be reported?

Yes. Any error that causes the HAP to change must be reported in iSERS.

Vouchering Requirements

12. If the error resolution spans multiple voucher months, does the error continue to be reported with each voucher?

Errors are only to be reported once the error is resolved/closed and the total impact to the household HAP is known. This is true regardless of the Point of Discovery of the error.

13. Does the PBCA report the total HAP error amount for a single month or for the entire period the error was billed?

The PBCA reports the total HAP error amount for the entire period the error was billed. For example, if a correction shows a corrected monthly HAP of $15, and the correction is for a certification that has been in place for 4 months, the iSERS error amount reported is $60.

14. Fatal messages are stopped by the PBCA and the Owner is contacted to correct. Will the PBCA be required to include this information as a separate MAT file?

These errors fall into the Certification and Voucher Review Point of Discovery and can be included by the PBCA. Transmissions for this Point of Discovery are optional. Transmitting these errors assists HUD in proving the value of having PBCAs monitor the Multifamily Housing portfolio.
15. Some group homes receive an error each month because the total units in the contract do not equal the reported sum of units receiving subsidy, vacant units, and market rent units. Should this be considered an error each month? Is this an error within TRACS?

If an owner is receiving this type of error, most likely the property is not set up correctly in TRACS to designate each bed as an individual unit. This is not an error within TRACS. The owner must work with their local HUD Field Office to make changes to how their beds are recorded in TRACS.

Miscellaneous

16. What effect does iSERS have on the existing requirement to submit the quarterly error tracking log (ETL)?

iSERS is replacing the outdated error tracking log. Once iSERS is implemented, error tracking log submissions can be discontinued.