



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

**TRACS Industry Meeting
October 31, 2007**

RHIIP 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)
Enrique Temes (HDS)
Patti Moore (Mitas)
James Mauch (Tenmast)
Mark Lewis (Tenmast)
John Meister (Tenmast)
Brent Lawrence (Multisitesys)

Contract Administrator

Alan Sharkey
Rose Marsh
Margi McCunniff
Donna Gohr
John Gula
Anne Christensen
Jenna Carp

OA

Sy Rolnic
Michael Johnson
Michelle Hert

Others

Charlie Kraebel
Colleen Bloom

Drayton, Drayton & Lamar Staff

Program Manager

Susan Kidd

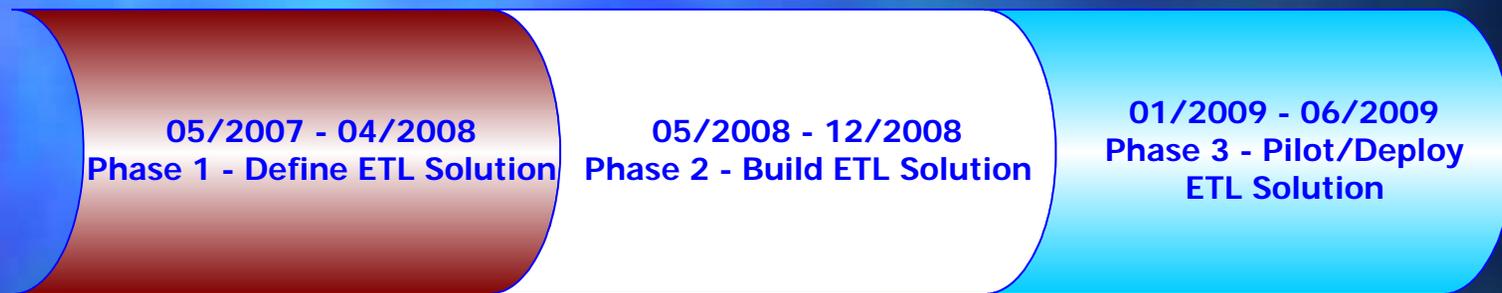
Project Managers

Donna Seliquini
Melissa Kidd

Analysts

Nikki Willis
Carolyn Johnson
Mistee Alt
Lydia Flowers

Proposed Schedule



**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)
- Error Tracking Log User Guide – [December 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

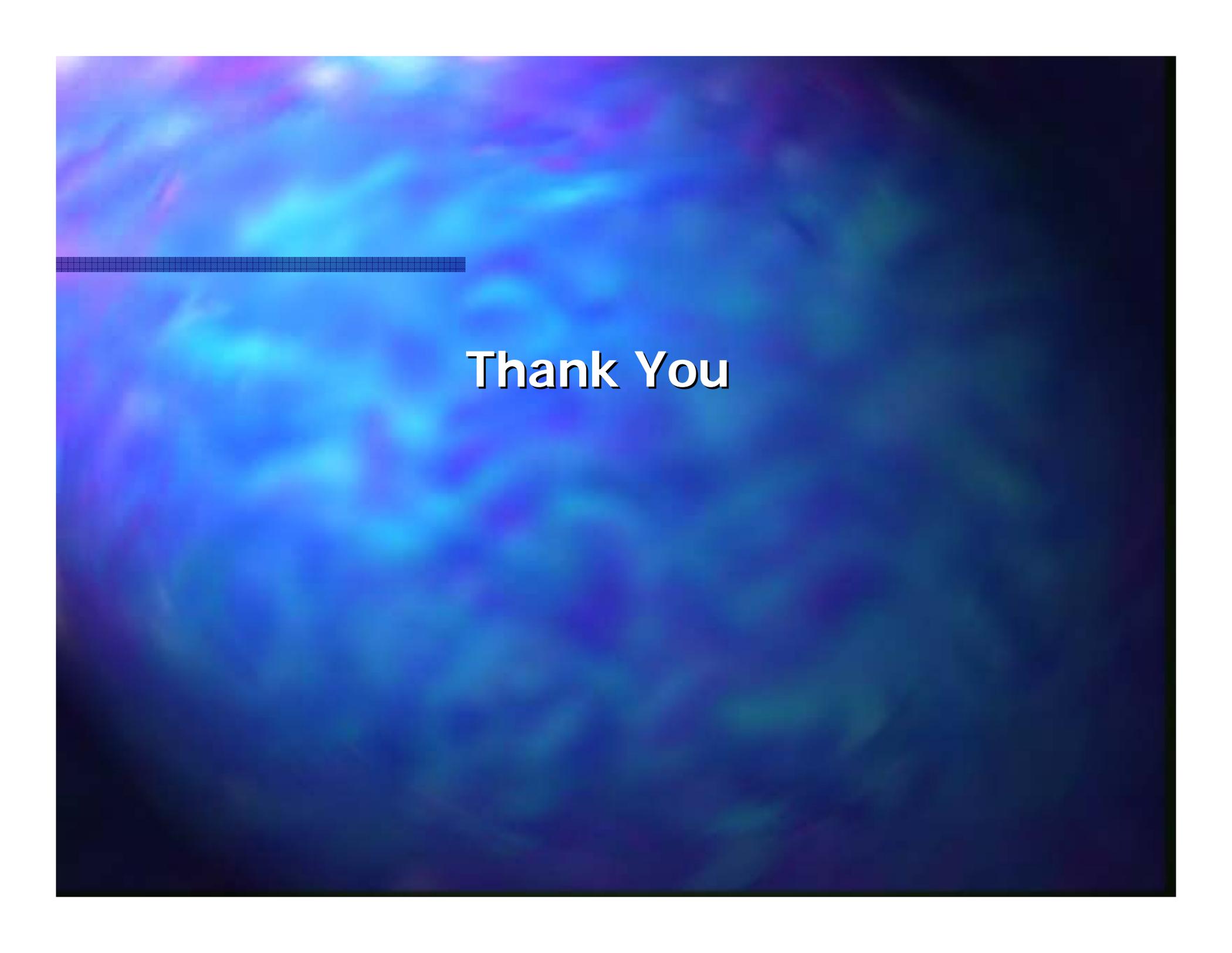
- No Payment Error (\$0)
- Repayment Made to Tenant (Include \$)
- Payment Recovered in full by HUD (Include \$)
- Repayment Agreement to HUD (Include \$)
- Payment Suspended Temporarily
- Payment Suspended Permanently
- Fraud – Fully Document and Report to HUD
- Payment Unrecoverable

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

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