



Office of the Executive Officer

PRESENTATION

January 17, 2006

To: Honorable Chairperson and
Members of the Housing Authority

From: *PK* Phil Kamlarz, Executive Officer

Submitted by: Stephen Barton, Director, Housing

Subject: Presentation regarding BHA Troubled Status

Introduction

This report describes the rating system of the United States Department of Housing and Urban Development (HUD) called the Section 8 Management Assessment Program (SEMAP) and details the steps that the Berkeley Housing Authority (BHA) is currently undertaking to increase its rating under SEMAP. Additional problems have recently been discovered in the course of an ongoing audit and have not been fully investigated yet. It is too early to predict whether the minimum SEMAP rating of 88, which is necessary to eliminate the agency's troubled status for the program year ending June 30, 2006, can be achieved. This report partially responds to the December 13, 2005 Berkeley Housing Authority Board (BHA) directive that the agency commit whatever efforts and resources are necessary to eliminate the BHA's troubled status and return with a detailed work plan.

SUMMARY

The SEMAP is HUD's blueprint that defines its priorities for the operation of the Section 8 Program based on an agency's performance with respect to fourteen (14) key functions. Failure to obtain at least a 60% SEMAP rating for the current fiscal year will result in continuance of the agency's troubled status and could result in severe sanctions including transferring the management of the BHA's to an alternate entity (per HUD letter to Mayor Bates, dated December 2, and submitted for the December 13, 2005 Board agenda).

The highest score that an agency can achieve for all 14 indicators is 140. To be removed from troubled status the BHA must achieve a combined score of 88 points.

Preliminarily, the BHA has committed to a plan of action that includes reorganizing workload assignments using additional staff hires, and working overtime and weekends to ensure every client file is thoroughly reviewed and all potential SEMAP-related errors and omissions are identified and corrected. However, because of new concerns which have surfaced in the course of conducting an audit, further review of existing practices and procedures needs to be undertaken to determine what additional measures may be

necessary. That assessment has not yet occurred.

In addition to the 14 SEMAP indicators, the BHA is focused on ensuring that a minimum 95% of HUD-50058 forms (certification of tenant eligibility and rent portion) are submitted accurately to HUD by the end of the fiscal year. Failure to do so will result in an automatic zero for five critical SEMAP indicators for which the BHA will have no chance for a passing FY 2006 SEMAP score.

The BHA is in the process of procurement and installation of the updated version to a computer software program that will enhance capacity to immediately identify errors and omissions, and track on-going work assignments and the timely submission of required documents. It is scheduled to be in place February 1, 2006.

In addition, 2 individuals from the Finance Department staff have been assigned to the BHA to assist with quality control. At present, Finance staff is working with BHA staff to develop quality control checklist upon which review of all 1800 client files of the BHA will be conducted. Finance staff expects to begin actual review of the 1800 files in February 2006 and will report to the Council on a monthly basis as to its progress.

Temporary Housing Authority Representatives or clerical staff are to be recruited to assist with the backlog of annual re-examinations and to free-up existing staff to focus on activities related to other key SEMAP indicators. The additional costs for these resource commitments will approximate \$60,000. The BHA has a projected surplus of \$100,000 for this fiscal year that will be used to pay these additional costs.

Additionally, the auditors advised BHA of a serious problem involving the fraudulent reporting of tenant re-certifications to HUD by BHA staff. HUD has been notified and an investigation is underway. The fraudulent information has now been corrected by BHA staff, and this fact has been independently verified by the Housing Department management. However, in the course of conducting the audit, additional inadequacies have been discovered in BHA operations and management practices that have not yet been fully investigated.

CURRENT SITUATION AND ITS EFFECTS

Attached is an updated action plan showing activities intended to produce a combined rating of at least 60% on the Department of Housing and Urban Development's (HUD) SEMAP performance-based rating system. This update provides greater activity and performance detail for each of the fourteen (14) performance indicators than the improvement plan presented to the Board on October 18, 2006 and will be used to track and update progress on a monthly basis through June 30, 2006.

While each of the fourteen performance measures has separate planned activities for achieving its stated objectives, the majority of the measures share common tasks necessary to ensure a satisfactory SEMAP score. These tasks include the following:

- *Automation Upgrade* – The pending conversion of the agency’s existing computer software will assist staff to perform daily work assignments more efficiently and accurately. Moreover, it will provide enhanced capacity for tracking and monitoring SEMAP-related performance and will provide management the opportunity to readily identify and correct errors at the time of occurrence. Unfortunately, the software conversion has been further delayed due to data conversion problems reflecting inconsistent records from the old system to the new system. BHA and IT staff are working with the vendor to resolve this delay and have developed a solution to correct this issue. The conversion has now been rescheduled for installation and immediate implementation beginning February 1, 2006. The Information Technology Department is working closely with BHA staff and the software vendor to ensure that everything possible is done to minimize further delays while also ensuring that the transition will take place smoothly.
- *Quality Control* - An essential element for the majority of performance indicators is the requirement for quality control. In most cases, HUD requires quality control for a random selection of a percentage of cases. However, the BHA has established a quality control target of 100% for each SEMAP indicator requiring quality control. To accomplish this, the BHA must thoroughly review all 1800 client files for completeness and accuracy according to HUD standards and the agency’s Administrative Plan. While such a micro-management tool is extremely time-consuming, the agency feels it is necessary to ensure that all SEMAP-related errors and omissions are corrected and that minimum targets for task completion and accuracy are achieved and properly documented. For the purpose of quality control, both intra- and inter-agency resources will be utilized, creating a two level system of checks and balances. The BHA Director and Senior Housing Assistance Supervisor will be responsible for performing the first level quality control. The Finance Department has offered to dedicate resources to conduct the second level quality control. Their staff will be provided with a case-file review sheet and training on HUD performance standards to check for accuracy of completed tasks.
- *New Staff Hires and Overtime Commitments* – The process has begun to recruit three temporary Housing Authority Representatives or Customer Services Specialist IIIs to assist the agency with the backlog of annual re-examinations. The current backlog of annual re-examinations for the current year is 130 cases. The plan of action is to dedicate three weekends in January/February to complete the tasks necessary to eliminate this backlog. The use of outside assistance is further intended to free-up the existing Housing Authority Representatives to focus on the backlog of annual inspections and the remaining pending cases that will be scheduled to close out this year. Additionally, existing staff has committed to working overtime and weekends to complete the review of all client files and follow up on this year’s annual re-examinations and inspections. The weekend of January 7-8, 2006 was the first of such weekends dedicated to reviewing and updating client files and ensuring their

compliance with HUD regulations. The additional costs for these resource commitments will approximate \$60,000. The BHA has a projected surplus of \$100,000 for this fiscal year that will be used to pay these additional costs.

Draft Audit Findings - Complicating the situation at the BHA, during the audit currently being conducted of all City operations the auditors found that false information regarding income certification had been entered into the BHA data system and reported to HUD for 61 clients, mostly in public housing. Housing Department staff immediately informed HUD and, as mentioned above, all false information has now been corrected. Staff is investigating how this occurred and taking immediate steps to prevent this from happening again. For example, BHA is taking the following steps.

1. *Physical Security* – A new security system will be installed in late February 2006, similar to the system used in the Civic Center Building, that requires key cards and can identify the individual staff who enter and the time of entry. This system will cost approximately \$17,000.
2. *Computer Security* – All staff have been required to change the passwords that enable them to access the City intranet. All staff have been issued separate passwords for access to the new upgraded software being installed at the BHA for communication with HUD and a protocol established to ensure that other BHA staff do not have access to these passwords. All staff who use the FUNDS system have been warned to change their passwords and not to share their passwords with anyone. Unfortunately, the current software used for communication with HUD does not have the same level of security that the new software will provide, so this system will remain somewhat insecure until the upgrade is completed. This is currently scheduled for February 1, 2006.
3. *Procedures* – All staff have been provided with a BHA procedures manual that spells out City policy regarding computer and physical security policies and working hours. All BHA employees except 2 individuals who were on vacation have signed for receipt of the manual and their responsibility for carrying out these procedures. In addition, these procedures have been and will continue to be a primary topic of discussion at weekly BHA staff meetings.

The remainder of this section explains in more detail the fourteen (14) performance indicators as well as the additional measure for correcting and submitting all required all Multi-Family Tenant Characteristics System (MTCS) and Public Housing Information Center (PIC) errors and omissions. It is essential that the BHA track the latter measure, which involves the accurate and timely submittal of 50058 forms (involving tenant eligibility, income verifications and determination of tenant rent portions) on-line to HUD, since this activity directly impacts the rating for five SEMAP performance indicators. The update below also provides the maximum scoring potential for each indicator and the projected self-rating score for the BHA to close out FY 2006.

- SEMAP Indicator 1: Selection From Waiting List

Goal: Achieve a 98% compliance rate in selecting applicants from the Section 8 waiting list for admission in accordance with the Administrative Plan.

Current Efforts: BHA believes that the current compliance rate for FY 2006 for this indicator is 100%. BHA staff has selected 42 new applicants for Section 8 enrollment in FY 2006. Of this number, 17 were selected as part of the project-based program, and 25 were selected as part of the Hurricane Katrina disaster-relief program. Both sets of applicants have priority consideration as identified in the agency's adopted Administrative Plan.

However, preliminary audit findings have raised concerns about BHA selection of voucher recipients without supporting documentation in the client file verifying their position on the waiting list. As a result, both BHA and Finance staff will need to address this concern by attempting to link the voucher disbursed to the recipient's waiting list status for those individuals who have been issued vouchers in FY 2006. Once this process has been undertaken, Council will be updated as to its progress.

Moreover, the BHA needs to re-assign the order of selection on the waiting list based on time and date of application in order to achieve compliance with HUD regulations and the agency's Administrative Plan. Therefore, selection of tenants from the waiting list will not occur until the new automation system is properly installed (anticipated for February) and is able to perform this re-assignment.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are either 15 points for 98% compliance rate or 0 points for less than 98%. BHA projects earning the maximum score of 15 points for this indicator in FY 2006.

- SEMAP Indicator 2: Reasonable Rent

Goal: Achieve a minimum 80% compliance rate in determining reasonable rents based on current rents for comparable unassisted units at the time of initial leasing and before any increase in rent to owner.

Current Efforts: The BHA needs to conduct a quality control file review for 100% of files dating back to July 1, 2005 to correct errors in determining rent reasonableness. BHA staff has been preliminarily assigned to complete this task. However, a reassignment of staff needs to occur and Council will be provided with a status of progress of this effort in the future.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 20 points for 98% compliance rate, 15 points for 80-97% compliance rate, and 0 points for below 80%.

BHA projects earning 15 points for this indicator in FY 2006. Earning the maximum 20 points may be possible depending on results of the comprehensive file review.

- SEMAP Indicator 3: Adjusted Income

Goal: Achieve a minimum 90% compliance rate in calculating tenant-adjusted incomes, while conforming to third party verification, and expense and utility allowance regulations and standards.

Current Efforts: The BHA has completed the review of 1370 files out of approximately 1,800 files. However, both the BHA management staff and Finance staff will need to complete quality control reviews of 1370 files before compliance can be assured. In addition, all remaining files will need to be reviewed in the 3-step process by June 2006.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 15 points for 90% compliance rate, 10 points for 80-89% compliance rate, and 0 points for less than 80%. BHA projects earning the maximum score of 15 points for this indicator in FY 2006.

- SEMAP Indicator 4: Utility Allowance Schedule

Goal: Update the utility allowance schedule by June 30, 2006.

Current Efforts: The BHA has obtained bids from firms that specialize in updating utility allowances for public housing authorities. The BHA anticipates formal adoption of a revised utility allowance no later than May 2006.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 5 points for updating allowance within the fiscal year and 0 points for non-compliance. BHA projects earning the maximum score of 5 points for this indicator in FY 2006.

- SEMAP Indicator 5: HQS Quality Control Inspections

Goal: Conduct quality control re-inspections on a minimum sample of 35 units that were inspected for HQS by Housing Authority Representatives.

Current Efforts: The BHA has developed a schedule for conducting quality control inspections for 35 units that represent a cross section of neighborhoods and Housing Authority Representatives. Inspections were scheduled to begin in January 2006 and be completed by June 2006.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 5 points for performing quality control on the minimum number required (35) and 0 for non-compliance. The BHA projects earning the maximum score of 5 points for this indicator in FY 2006.

- SEMAP Indicator 6: HQS Enforcement

Goal: 24-hour response to complaints of life-safety problems and 30-hour response to other complaints. The BHA will be unable to score SEMAP points for this indicator due to its poor performance during the first half of the year. As a result, the BHA goal is to ensure that adequate systems are in place at least by the beginning of next fiscal year to track units that fail HQS inspections so they are followed up in accordance with HUD requirements with respect to timeliness in correcting deficiencies and rent abatement procedures.

Current Efforts: The BHA has been delinquent in complying with following up on HSQ deficiencies and abatements and cannot meet the threshold requirements even if 100% compliance is met for the remainder of the fiscal year. The new automation system is scheduled for installation and implementation by February 2006 and will have improved capacity for tracking compliance to this indicator.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 10 points for 100% compliance for life threatening deficiencies and 98% compliance for non-life threatening deficiencies. BHA projects earning 0 points for this indicator in FY 2006. Beginning February 2006, tracking systems will be in place to improve performance in this area.

- SEMAP Indicator 7: Expanding Housing Opportunities

Goal: Develop a written policy to encourage participation by owners of units outside areas of poverty and minority concentrations, prepare maps and informational material to assist owners and tenants with program participation, and analyze and follow up on difficulties that voucher holders have regarding finding housing outside poverty and minority concentrations.

Current Efforts: The BHA has such a policy in its annual and five year plans and it authorizes Housing Assistance Payments at up to 110% of the Fair Market Rent, which provides tenants with a wider range of rental possibilities. In addition, the City's inclusionary zoning ordinance opens up rentals in newly constructed rental buildings. With assistance from staff from the Housing Department, the BHA has begun to compile mapping data and related material, and improve its explanatory materials in order to meet all the requirements of this indicator.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 5 points for complying with all activities required of this indicator and 0 points for non-compliance. The BHA projects earning 5 points for this indicator in FY 2006.

- SEMAP Indicator 8: Fair Market Rent Limits and Payment Standards

Goal: Ensure that the BHA-adopted payment standards comply with the current Fair Market Rent and HUD-approved exception rent limits, and that staff assign rents within the established limits.

Current Efforts: The BHA Board adopted the new payment standards schedule for the Section 8 Housing Choice Voucher Program on December 13, 2005. Quality control review of new leases and renewals must be conducted to verify rent amounts in accordance with the adopted payment standards.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 5 points for compliance and 0 points for non-compliance. BHA projects earning the maximum 5 points for this indicator in FY 2006.

- SEMAP Indicator 9: Annual Re-Examinations

Goal: Conduct 95% of re-examinations with 13 months of the anniversary date. The BHA will be unable to score SEMAP points for this indicator due to its poor performance during the first half of the year. As a result, the BHA goal is to develop adequate systems to ensure that timely re-examinations are conducted for all families participating in the program by the start of next fiscal year.

Current Efforts: The BHA has a current backlog of approximately 150 families that should have been re-examined this fiscal year. While efforts are underway (including the recruitment of three temporary workers) to eliminate this backlog, the BHA will be ineligible for points under this indicator due to high number of late submissions of re-examinations.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 10 points for less than 5% late submission, and 5 points for up to 10% late submission. BHA projects earning 0 points for this indicator in FY 2006.

- SEMAP Indicator 10: Correct Tenant Rent Calculations

Goal: Ensure at least 98% of all tenant rent calculations are computed correctly.

Current Efforts: A 100% file review must be performed to ensure full compliance with this indicator.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 5 points for 98% compliance rate and 0 points for less than 98%. BHA projects earning the maximum 5 points for this indicator in FY 2006.

- SEMAP Indicator 11: Pre-Contract HQS Inspections

Goal: Ensure that all newly leased units pass HQS inspections on or before the beginning date of the assisted lease and HAP contract.

Current Efforts: The BHA has begun quality control review of units leased in FY 2006 to verify compliance with HQS requirements.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 5 points for at least 98% compliance and 0 points for less than 98%. BHA projects earning the maximum 5 points for this indicator in FY 2006.

- SEMAP Indicator 12: Annual HQS Inspections

Goal: Complete 95% of annual inspections with 12 months of the previous annual inspection. The BHA will be unable to score SEMAP points for this indicator due to its poor performance during the first half of the year. As a result, the BHA goal is to develop adequate systems to ensure that timely annual HQS inspections are conducted for all families participating in the program by the start of next fiscal year.

Current Efforts: The new automation system is scheduled for installation and implementation by February 2006 and will have improved capacity for tracking compliance to this indicator for an improved SEMAP score next fiscal year.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 10 points for less than 5% late inspections, 5 points for 5-10% late, and 0 points for greater than 10% late. BHA projects 0 points for this indicator in FY 2006.

- SEMAP Indicator 13: Lease Up

Goal: Achieve a 98% lease-up or fund utilization for the Section 8 Housing Choice Voucher Program through June 30, 2006.

Current Efforts: BHA staff reports that the current lease-up rate represents 95% of available units; the current fund utilization represents 97% of budget authority. This data has not been verified by Finance staff yet, but they are in the process of reviewing the data. The BHA fiscal unit maintains the tracking system to ensure that lease-up and fund utilization does not fall below the required minimum rate of 95%. The BHA currently has 30 port-in vouchers for which other jurisdictions are being billed. Should the need arise to increase lease-up due to voucher terminations, the BHA will absorb these vouchers upon giving the requisite 60 days notice to ensure maintaining a minimum 95% lease up rate. The BHA will work to increase its lease-up and use of budget authority to 98%. The BHA must also coordinate its leasing with Sacramento Senior Homes, which

will use 40 project-based vouchers in May 2006.

FY 2006 Projected SEMAP Score: Possible SEMAP score is 20 points for 98% leased rate, 15 points for 95-97% leased rate, and 0 points for fewer than 95%. The BHA projects a score of 15 points under this indicator for FY 2006 but will strive to achieve the maximum point count of 20.

- SEMAP Indicator 14: Family Self-Sufficiency Enrollment

Goal: Increase enrollment of families in the Family Self-Sufficiency Program to 30 or more and maintain the number of families with escrow savings balance

Current Efforts: According to HUD's records, the mandatory number of slots for the Family Self-Sufficiency Program is 49. BHA records show there are currently 27 families enrolled with 15 families having escrow balances, so 55% of the slots are filled and 31% have escrow balances. However, this data has not been verified through the quality control process yet.

FY 2006 Projected SEMAP Score: Possible SEMAP scores are 10 points for 80% filled slots/30% with escrow balances, 8 points for 60% filled slots/30% with escrow balances, 5 points for 80% filled slots/less than 30% with escrow balances, 3 points for 60% slots filled/less than 30% with escrow balances. BHA projects earning 8 points under this indicator for FY 2006, for having 60% filled slots and 30% with escrow balances.

- Non-SEMAP Indicator: Correction of MTCS/PIC Data Errors and Omissions

Goal: Ensure that 100% of 50058 forms are reported to MTCS through PIC with a 5% or less error rate.

Current Status: One Housing Authority Representative has been dedicated to correcting inaccurate data on all 50058 forms and maintaining quality control log to ensure 100% reporting compliance with less than a 5% error rate. Achieving the stated goal by the close of this fiscal year is imperative; otherwise, the BHA will receive an automatic 0 for SEMAP indicators 9, 10, 11, 12, and 14.

POSSIBLE FUTURE ACTION

Regular updates on the BHA's progress toward meeting the SEMAP standards will be provided to the BHA Board.

FISCAL IMPACTS OF POSSIBLE FUTURE ACTION

Expected compliance with SEMAP standards will cost approximately \$79,000 to be funded from a projected surplus of \$100,000 for this fiscal year. Of this amount, \$60,000 will be spent on hiring temporary Housing Authority Representatives or clerical staff, and overtime for career staff. An additional \$19,000 will be spent on the improved security

system. Additional funding needs to maximize the efforts to secure a satisfactory SEMAP rating for the current fiscal year and beyond will be assessed on an on-going basis.

CONTACT PERSON

Sharon Jackson, BHA Manager, (510) 981-5470

Attachments:

1: SEMAP Indicator Action Plan

FY 2006 SEMAP INDICATORS UPDATE AS OF JANUARY 2006

SEMAP INDICATOR	TARGET	CURRENT STATUS OF TARGET (12/31/05)	MAXIMUM SEMAP POINTS	BHA SEMAP POINT GOAL	CURRENT POINT STATUS
1 Selection From Waiting List	98% Compliance Rate	100%	15	15	15
2 Reasonable Rent(leases-5%-increases)	80-97% or 98% Compliance Rate	100%	20	20	15
3 Adjusted Income	80-89% or 90% Compliance Rate	78%	15	15	0
4 Utility Allowance Schedule	Update Allowance Schedule	0	5	5	0
5 HQS Quality Control Inspections	100% of 35 Units Inspected	32%	5	5	0
6 HQS Enforcement	100% and 98% Compliance Rate	0	10	0	0
7 Expanding Housing Opportunities	100% Compliance to Six Requirements	50%	5	5	0
8 FMR Limits and Payment Standards	98% Compliance Rate	100%	5	5	5
9 Annual Recertifications	90% or 95% Compliance Rate	78%	10	0	0
10 Correct Tenant Rent Calculations	98% Compliance Rate	99%	5	5	5
11 Pre-Contract HQS Inspections	98% Compliance Rate	97%	5	5	0
12 Annual HQS Inspections	95% or 90% Compliance Rate	68%	10	0	0
13 Lease-Up/Budget Expended	95-97% or 98% Lease-Up Rate/Budget	97%	20	20	15
14 Family Self-Sufficiency Enrollment	60% Enrollment / < 30% Escrow Balance or, 80% Enrollment / <30% Escrow Balance or, 60% Enrollment / >=30% Escrow Balance or, 80% Enrollment / >=30% Escrow Balance	55%/30%	10	8	3
TOTALS			140	108	58
Percentages			100%	77%	41%
Misc: PIC/MTCS Corrections	100% Completed - 50058 Forms Submitted		N/A	N/A	N/A
	95% Compliance - Error Free		N/A	N/A	N/A

SEMAP INDICATOR 6: HQS ENFORCEMENT (CONT'D)									
Objective:	Ensure units that failed HQS inspections are followed up in accordance with HUD requirements with respect to timeliness of correcting deficiencies and HAP abatement.								
Target Measure:	100% of units with life-threatening deficiencies corrected within 24 hrs; 98% of units with other deficiencies corrected within 30 days or BHA-approved extension; abate (or enforce tenant family obligations) 100% of units that failed to meet timeframe for corrective action.								
Responsible Staff:	BHA Manager, Senior Housing Assistance Supervisor, Deputy Director of Finance, Office Specialist III								
	<u>Completed Before 1/06</u>	<u>Jan 06</u>	<u>Feb 06</u>	<u>Mar 06</u>	<u>Apr 06</u>	<u>May 06</u>	<u>Jun 06</u>	<u>Cumulative</u>	
6.2.5	Percent of cases with non life-threatening deficiencies complying with 30 days or approved extension requirement								
6.2.6	Percent of failed HQS cases that did not meet corrective action deadline and were abated by no later than the first of the month following deadline								

SEMAP INDICATOR 7: EXPANDING HOUSING OPPORTUNITIES

Objective: Develop a written policy to encourage participation by owners of units outside areas of poverty and minority concentration that clearly delineates areas of poverty or minority concentration, and which includes actions to encourage owner participation in these areas.

Target Measure: Complete all activities pertaining to this indicator (shown below) by June 30, 2006

Responsible Staff: BHA Manager, Senior Housing Assistance Supervisor, Deputy Director of Finance, Office Specialist III

Activities	Completed Before 1/06	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06
7.1.1 Develop written policy it admin plan identifying actions that will be taken to encourage participation by owners of units located outside areas of poverty or minority concentration	X						
7.1.2 Document actions taken to encourage owner participation outside areas of poverty or minority concentrations				X			
7.1.3 Prepare maps and assemble information that show areas of housing opportunities outside areas of poverty or minority concentration, including jobs, schools, transportation			X				
7.1.4 Develop information packet for voucher holders that contains either a list of owners who are willing to lease under the voucher program, or a current list of other organizations that will help families find units including outside of poverty or minority-concentrated areas	X						
7.1.5 Include in information packet an explanation of how portability works with list of portability contact persons for neighboring HA's	X						

SEMAP INDICATOR 10: CORRECT TENANT RENT CALCULATIONS									
Objective:	Ensure that the BHA correctly calculates the family's share of the rent to owner in the rental voucher program.								
Target Measure:	At least 98% of all tenant rent calculations computed correctly								
Responsible Staff:	BHA Manager, Senior Housing Assistance Supervisor, Deputy Director of Finance, Office Specialist III								
	<u>Activities</u>	<u>Completed Before 1/06</u>	<u>Jan 06</u>	<u>Feb 06</u>	<u>Mar 06</u>	<u>Apr 06</u>	<u>May 06</u>	<u>Jun 06</u>	
10.1.1	Conduct staff training on computing tenant rent portion	X							
10.1.2	Perform Quality Control on all computations (both initial contracts and annual re-examinations) involving tenant rent calculations		X	X	X	X	X	X	
10.1.3	Go online w/new computer software system			X					
	<u>Performance Measures</u>	<u>Completed Before 1/06</u>	<u>Jan 06</u>	<u>Feb 06</u>	<u>Mar 06</u>	<u>Apr 06</u>	<u>May 06</u>	<u>Jun 06</u>	<u>Cumulative</u>
10.2.1	Calculations of initial tenant rent portion								
10.2.2	Calculations of annual re-examinations								
10.2.3	Total number of tenant rent calculations								
10.2.4	Number reviewed for Quality Control								
10.2.5	Number of cases found to be in error								
10.2.6	Number correctly calculated as verified by Quality Control								
10.2.7	Number with corrected calculations following Quality Review intervention								
10.2.8	Percent of calculations correctly computed								

*Based on HUD report

