

# PH Quality Control

**WAHA-FALL 2024**



# Importance of Quality Control Testing

Compliance with Regulations

Improvement of Program Efficiency

Maintenance of Housing Standards

Helps monitoring program performance

Safeguards program integrity

Fairness, Consistency and Equity

Prevention of Fraud and Abuse

Creates a cycle of continues improvement

Improves transparency and accountability

Helps build good program reputation



# How Quality Control Testing can be conducted

- Develop a criteria of variables to be tested: Income verification, income calculations, Rent calculations, check list of documents/forms, inspections, turn around time for repairs, responsiveness to unit complaints, occupancy, physical conditions data and financial data for PHAS.
- Develop a form, excel QC check list, or software vendor provided tools for testing and recording the results based upon the testing criteria.
- Set up a frequency for testing, monthly, quarterly or annually.
- Develop a follow up process to correct errors, report and document corrections, staff training.
- Develop a written process that meets the criteria and adequately helps you establish a procedure adopted by your PHA for Quality Control Testing.

# How Quality Control Testing can be utilized

- Analyze data to ensure compliance with PHA Policies and HUD Regulations, determine program areas that need improvement, assess area for staff training, program performance for PHAS (Management, Physical and Financial).
- To set annual and long-term goals.
- Strategic Planning
- Improve operations- Identify delays, causes, streamline processes, Improve PHA revenue.
- Staff development and performance evaluation

# Public Housing QC checking criteria

Waiting List Management QC: If applicants are placed on the WL according to the PHA policies, drawn from the WL as per PHA policies, draws are adequate, WL processing complied.

Income and Rent Calculation: Verification of income sources, deductions, minimum rent applied as needed, rent calculation, flat and income based, forms are current, 50058 was submitted and is correct.

Maintenance Operations: work orders, maintenance schedule, timely attending complaint or health and safety or life-threatening emergencies.



# Public Housing QC checking criteria continued...

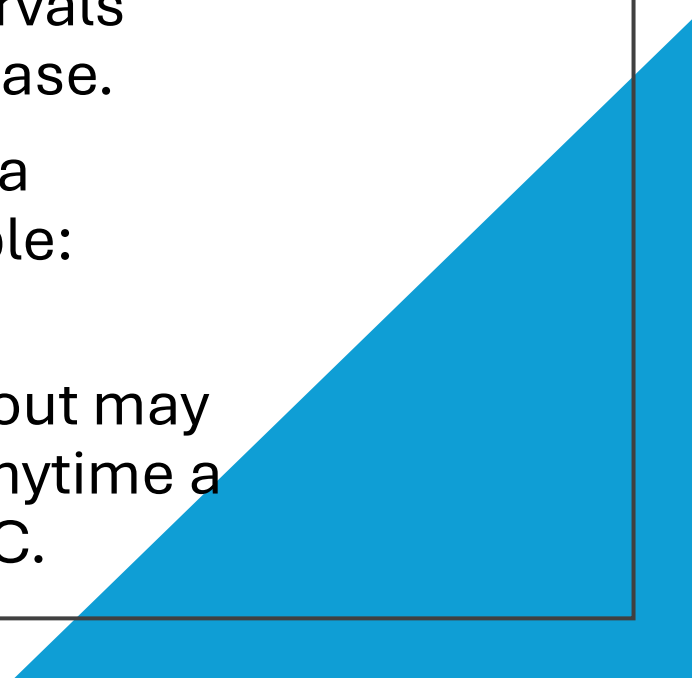
**Unit Turnaround:** vacancy rate, time for repairs, tenant selection for the unit, tenant processing, track occupancy and factors contributing that cause delays in unit occupancy.

**Physical conditions:** QC inspections, Preventive Maintenance Plan, timeframe to respond to maintenance requests, work orders logs, accurate categorization and closing of work orders.

**Financial Data:** Rental income, operating subsidies are withdrawn timely from LOCCS, CFP planning and utilization of funds is timely. Rent payments, late notices, procurement activity, competitive and cost effectiveness of repairs and services.

**Tenant complaints data:** Track areas of complaints and follow up with the tenants and analyze data for enhancing quality of the program for the residents.

# Techniques

- Random sampling: Most common and effective as every case has equal chance of being selected, eliminating bias.
  - Systematic Sampling: Selecting cases at regular intervals from an ordered list. Example every 5<sup>th</sup> or 10<sup>th</sup> file or case.
  - Targeted sampling: First target the area and then pull a random sample out of that targeted group. For example: Failed inspections.
  - Event Triggered sampling: For example: tenant move out may be a trigger that causes a file to be added to QC. Or anytime a TTP drops or increases significantly would trigger a QC.
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Questions

Thank You!