

HUD Report Project Plan

DC Housing Authority

Milestone description	Agree/Disagree	Tier
PH1 - Update ACOP	Agree	Tier 3
Review other MTW ACOPs		Tier 3
Incorporate other MTW Improvements		Tier 3
Update ACOP		Tier 3
Update MTW plan		Tier 3
30 day comment period		Tier 3
Board resolution (BR) approving ACOP		Tier 3
Create procedures manual using best in class practices		Tier 3
Staff training		Tier 3
Create annual timeline to review ACOP		Tier 3
PH2 - Implement safeguards to protect applicant and participant information	Agree	Tier 2
Determine method of safeguarding, ie tenant id or other methods		Tier 2
Work with IT to implement across platforms		Tier 2
Draft policy		Tier 2
Draft procedures		Tier 2
Train staff on HUD Information Security Procedures and mandates		Tier 2
Create quality control plan to ensure that policy is work correctly		Tier 2
Provide HUD with a copy of approved and implemented policies and procedures, along with proof of staff training		Tier 2
PH3 - VAWA compliance	Disagree	Tier 1
Review policies, procedures and PH lease to ensure compliance with PIH Notice 2017-08		Tier 1
Develop implementation plan including documentation of PH participants receiving notification of the updated occupancy rights under VAWA		Tier 1
BR approving policy and PH lease		Tier 1
Staff training		Tier 1
Provide HUD with BR, evidence of training and implementation plan		Tier 1
PH4 - Over-income policy	Agree	Tier 3
Understand the impact for over-income tenants		Tier 3

Milestone description	Agree/Disagree	Tier
Determine policy		Tier 3
Understand what other MTWs do		Tier 3
Develop policy and procedures		Tier 3
Work with IT to determine requirements and execute		Tier 3
Update ACOP		Tier 3
Update MTW		Tier 3
Board resolution approving policy and procedures		Tier 3
Staff training		Tier 3
Provide HUD with updated policies and procedures, a plan and timeline for implementation, BR and evidence of staff training		Tier 3
PH5 - Flat rents by tenants	Agree	Tier 3
Complete flat rent analysis, understand the issue, who it impacts, what are the other implications		Tier 3
Compare to other MTWs		Tier 3
Update flat rent to 80% of FMR at a minimum		Tier 3
Create and implement a procedure to allow families to choose between two methods for determining monthly rent		Tier 3
Draft tenant notices		Tier 3
Update ACOP		Tier 3
Update MTW		Tier 3
BR approving policy and procedures		Tier 3
Staff training		Tier 3
Provide HUD with updated policies and procedures, a plan and timeline for implementation, BR and evidence of staff training		Tier 3
Create quality control plan		Tier 3
PH6 - Flat rent schedule	Agree	Tier 3
Establish policies and procedures to ensure flat rents are updated expediently with the most recent published FMR		Tier 3
Develop plan and timeline for implementation		Tier 3
BR to approve policies and procedures		Tier 3
Staff training		Tier 3
Provide HUD with copy of policy and procedures, timeline for implementation, BR and evidence of staff training		Tier 3
Update MTW plan, which was approved by HUD in error		Tier 3
PH7 - Pet policy	Disagree	Tier 1
Review Pet Policy		Tier 1

Milestone description	Agree/Disagree	Tier
Submit to Board for review		Tier 1
Update Procedures		Tier 1
Update ACOP		Tier 1
Staff training		Tier 1
Provide HUD with copy of policy and procedures, timeline for implementation, BR and evidence of staff training		Tier 1
Update MTW plan, which was approved by HUD in error		Tier 1
PH8 - Community Service & Self-Sufficiency Requirements	Agree	Tier 2
Create program for CSSR		Tier 2
Compare to other MTW programs		Tier 2
Determine who is subject and who is exempt		Tier 2
Understand all of the implications to rent and other continued occupancy rules		Tier 2
Establish policies and procedures for administration of CSSR for PH residents		Tier 2
Provide written notification to families including how to claim exempt status and how the authority verifies the status		Tier 2
Develop plan and timeline for implementation		Tier 2
BR to approve policies and procedures		Tier 2
Staff training		Tier 2
Provide HUD with copy of policy and procedures, timeline for implementation, BR and evidence of staff training		Tier 2
PH9 - Minimum Rent Policy Compliance	Agree	Tier 3
Understand how many families are impacted by the MRPP		Tier 3
Work with IT		Tier 3
Establish policies and procedures for administration of MRPP including when DCHA will charge a minimum rent and the process for requesting a financial hardship		Tier 3
Develop plan and timeline for implementation		Tier 3
Staff training		Tier 3
Provide HUD with copy of policy and procedures, timeline for implementation, BR and evidence of staff training		Tier 3
Update ACOP		Tier 3
PH10 - Language Access	Disagree	Tier 1
BR to approve policies and procedures		Tier 1
Staff training		Tier 1
Provide HUD with copy of policy and procedures, timeline for implementation, BR and evidence of staff training		Tier 1
Update ACOP		Tier 1

Milestone description	Agree/Disagree	Tier
Update MTW		Tier 1
PH11 - PH occupancy by police officers and resident employees	Agree	Tier 1
Update policies and procedures		Tier 1
Develop plan and timeline for implementation		Tier 1
BR to approve policies and procedures		Tier 1
Staff training		Tier 1
Provide HUD with copy of policy and procedures, timeline for implementation, BR and evidence of staff training		Tier 1
Update PIC		Tier 1
Update ACOP		Tier 1
Update MTW		Tier 1
PH12 - Designated Housing Program	Agree	Tier 2
Compose and submit a Designated Housing Plan		Tier 2
Compare to other MTW plans		Tier 2
BR to approve policies and procedures		Tier 2
Update ACOP		Tier 2
Remove Initiative 2 from MTW plan		Tier 2
PH13 - Occupancy compliance with policies, HUD regs & MTW Status	Agree	Tier 3
PH13a - Develop and implement the STS CAP		Tier 3
PH13a - Provide plan to HUD for approval		Tier 3
PH13a - Provide monthly progress reports		Tier 3
PH13b1 - Complete analysis of each unit to determine occupancy status		Tier 3
PH13b1 - Compare analysis to IMS/PIC data		Tier 3
PH13b1 - Develop and implement plan to correct data in IMS/PIC		Tier 3
PH13b1 - Determine any overpayment and repay these funds to HUD		Tier 3
PH13b1 - Provide accurate list of vacancies, plan and timeline to address PIC errors, its operating subsidy analysis and evidence of repayment of any overpaid operating subsidy to HUD		Tier 3
PH13b2 - Coordinate with HUD's DCFO to rectify HUD approved vacancies in accordance with PIH Notice 2021-35		Tier 3
PH13c - Develop and implement procedures for tenant selection, resident transfers, unit turnaround or leasing for its public housing units		Tier 3
PH13c - Train staff on tenant selection, resident transfers, unit turnaround and leasing procedures		Tier 3
Create procedures for tracking		Tier 3
Create dashboards		Tier 3

Milestone description	Agree/Disagree	Tier
Work with IT To create template reports		Tier 3
PH13c - Provide HUD with a copy of these procedures, reports and evidence of staff training		Tier 3
PH14 - Waiting list	Partially Disagree	Tier 3
Compare to other MTW agencies		Tier 3
Analyze existing waiting list		Tier 3
Revising tenants on the existing waitlist		Tier 3
14 - establish and implement written policies for selecting applicants from the waiting list		Tier 3
14 - train staff		Tier 3
14 - Board Resolution		Tier 3
14 - provide HUD with copy of policies and procedures, associated Board resolutions and evidence of staff training		Tier 3
14 - update ACOP		Tier 3
14a - same as above		Tier 3
14b - create plan and timeline to analyze records and determine the accurate number of households on the waiting list		Tier 3
14b - effectuate plan		Tier 3
14b - provide plan, timeline and voucher list to HUD		Tier 3
14b - Update MTW Plan		Tier 3
14c - update policy and procedures for removing applicants from waiting list		Tier 3
14c - train staff		Tier 3
14c - Board Resolution		Tier 3
14c - provide HUD with copy of policies and procedures, associated Board resolutions and evidence of staff training		Tier 3
14d - update policy and procedures for record keeping		Tier 3
14d - train staff		Tier 3
Create quality control program		Tier 3
Create dashboard		Tier 3
Create monthly reporting		Tier 3
14d - provide HUD with copy of policies and procedures, associated Board resolutions and evidence of staff training		Tier 3
PH15 - Criminal record screening	Disagree	Tier 1
Establish policies and procedures for records management		Tier 1
Train staff on records management		Tier 1
Board Resolution		Tier 1

Milestone description	Agree/Disagree	Tier
Provide HUD with copy of policies and procedures, associated Board resolutions and evidence of staff training		Tier 1
PH16 - Sex offender registry	Agree	Tier 1
Develop and implement policies and procedures for screening applicants in accordance with PIH Notice 2012-28		Tier 1
Train staff		Tier 1
Board Resolution		Tier 1
Provide HUD with copy of policies and procedures, associated Board resolutions and evidence of staff training		Tier 1
PH17 - Record retention	Agree	Tier 2
Review updated policies		Tier 2
Train staff		Tier 2
Board Resolution		Tier 2
Update ACOP		Tier 2
Provide HUD with copy of policies and procedures, associated Board resolutions and evidence of staff training		Tier 2
PH18 - Maintaining tenant files	Agree	Tier 3
Create, adopt and implement policies and procedures including QC review		Tier 3
Train staff		Tier 3
Review all tenant files to ensure that information is complete and tenant files are auditable		Tier 3
Provide HUD with copy of policies and procedures, timeline and evidence of staff training		Tier 3
PH19 - Enterprise Income Verification (EIV)	Agree	Tier 2
19a - Establish a written procedure for the EIV system		Tier 2
19a - Train staff		Tier 2
19a - Provide EIV procedure and evidence of staff training to HUD		Tier 2
19b - Assign at least two users and two security administrators (not the same people) in EIV system		Tier 2
19b - Train staff members on their roles and responsibilities		Tier 2
19b - Submit to HUD a list of all current EIV users, assigned roles and the date users completed all the required trainings		Tier 2
Quality Control Plan to ensure that staff is executing the plan		Tier 2
PH20 - Timely submission of data in IMS-PIC	Agree	Tier 2
Develop and implement procedures for timely, accurate and complete data submissions		Tier 2
Reconcile all fatal errors		Tier 2
Develop timeline for implementation		Tier 2
Train staff		Tier 2

Milestone description	Agree/Disagree	Tier
Weekly report to understand changes in PIC; trend analysis; quality control plan		Tier 2
Provide to HUD: procedures and timeline for implementation, a report confirming the number of families reported in IMS-PIC is accurate, proof that all PH IMS-PIC fatal errors has been corrected; and training has occurred		Tier 2
PH21 - Tenant security deposits	Disagree	Tier 3
Confirm District law to ensure compliance - and update the policy and procedures if District law has changed		Tier 3
PH22 - Collecting delinquent rents	Agree	Tier 3
Prepare analysis		Tier 3
Compare to other MTW		Tier 3
Update and enforce rent collection policy and procedures		Tier 3
Develop timeline for implementation		Tier 3
Board Resolution		Tier 3
Train staff		Tier 3
Update ACOP		Tier 3
Create Quality Control plan and reporting dashboards		Tier 3
Provide HUD with copy of plan, timeline, Board Resolutions and evidence of staff training		Tier 3
PH23 - Annual re-examinations	Agree	Tier 3
Prepare analysis		Tier 3
Compare to other MTW		Tier 3
Create and implement a procedure for conducting reexaminations and late reexaminations		Tier 3
Complete late re-exams		Tier 3
Create plan for implementation		Tier 3
Train staff		Tier 3
Create Quality Control Plan and dashboards		Tier 3
Provide HUD with copy of policy, timeline, Board Resolutions and evidence of staff training		Tier 3
PH24 - Rent calculations	Agree	Tier 3
Investigate HUD claims, understand the rent calculation issues		Tier 3
Address rent calc issue		Tier 3
Work with IT to solve issues		Tier 3
Develop and implement rent determination and verification procedures including QC reviews		Tier 3
Train staff		Tier 3
Create and plan with timelines to audit all tenant files to determine rent and verify proper verification of income/assets/expenses and household composition		Tier 3

Milestone description	Agree/Disagree	Tier
Submit correct 50058 forms for all households in PIC/MTCS		Tier 3
If tenants were overcharged, they must be reimbursed		Tier 3
Create monthly reporting and dashboards for executive review		Tier 3
Provide HUD with copy of policy, timeline, documentation of results of file reviews and evidence of staff training		Tier 3
PH25 - Following leases	Agree	Tier 3
Review existing leases		Tier 3
Compare to other MTWs		Tier 3
Develop and implement Cause and Non-Payment Eviction Procedures		Tier 3
Timeline for implementation		Tier 3
Train staff		Tier 3
Board Resolution		Tier 3
Provide HUD with copy of plan, timeline, Board Resolution and evidence of staff training		Tier 3
Create monthly tracking		Tier 3
PH26 - Annual inspections	Agree	Tier 3
Develop and implement policies and procedures for conducting annual inspections		Tier 3
Develop timeline for implementation		Tier 3
Update ACOP		Tier 3
Board Resolution		Tier 3
Create quality control plan and monthly metrics		Tier 3
Provide HUD with a copy of policy, timeline, Board Resolution and evidence of staff training		Tier 3
PH27 - Reasonable accommodations	Agree	Tier 1
Review existing ACOP policies		Tier 1
Review other MTW ACOP agreements		Tier 1
Create, approve and implement policies and procedures governing how it provides information to applicants and residents on reasonable accommodations		Tier 1
Create a log to track reasonable accommodation and transfer requests		Tier 1
Train staff on both reasonable accommodation and transfer requests		Tier 1
Develop timeline for implementation		Tier 1
Board Resolution		Tier 1
Update ACOP		Tier 1
Provide to HUD: updated policies and procedures, logs, a plan and timeline for implementation, Board Resolution and evidence of staff training		Tier 1

Milestone description	Agree/Disagree	Tier
PH28 - Crime	Disagree	Tier 2
Disagree		Tier 2
OPH 1 - Exterior door locks	Agree	Tier 2
Ensure each exterior door, when closed, fits reasonably well within its frame and its equipped with a lock		Tier 2
Develop timeline for execution		Tier 2
PH29 - Boiler room maintenance	Agree	Tier 3
Review contract		Tier 3
Identify metrics based on contract		Tier 3
Globally implement across Capital Contracts		Tier 3
Review contracts with RSC and create a quality control checklist		Tier 3
Incorporate checklist into the contract		Tier 3
Train staff		Tier 3
Monthly report on metrics and milestones for each contract		Tier 3
PH30 - Vacant units with safety hazards	Agree	Tier 3
Convene meetings with other PHAs on mold		Tier 3
Provide timeline for and inspect each unit in every building that contains at least one occupied unit		Tier 3
Create a list of mold units and units with active leaks		Tier 3
Prioritize the removal or remediation of mold in these units in the Capital Fund Budget		Tier 3
Provide HUD with a timeline to complete inspections, a list of all mold units, a list of units with active leaks and a plan with timeline to repair leaks and to remediate any mold from units		Tier 3
PH31 - Preventative maintenance, unit turnaround, work orders	Agree	Tier 3
Convene meetings with other PHAs on maintenance		Tier 3
Piggyback on DC Dept of General Services' contracts to manage and conduct inspections		Tier 3
Piggyback on DC Dept of General Services' contracts to address backlog of maintenance issues		Tier 3
Develop and implement policies, procedures and tracking reports for preventative maintenance, unit turnaround and work orders going forward		Tier 3
Train staff on policies and procedures		Tier 3
Develop timeline to address work order backlogs		Tier 3
Train staff on software system		Tier 3
Board Resolution		Tier 3
Dashboard on work ticket, unit turnaround status		Tier 3
Provide copy of policies, procedures and reports, a plan with timeline to address workorder backlog, Board Resolution and evidence of staff training to HUD		Tier 3

Milestone description	Agree/Disagree	Tier
PH32 - Aging infrastructure	Agree	Tier 3
Analyze existing work tickets and client calls to determine immediate needs		Tier 3
Incorporate mold and preventative maintenance plans		Tier 3
Analyze asset repositioning plan		Tier 3
Develop Capital plan based on above analysis		Tier 3
PMO and Capital Planning should identify and prioritize issues caused by aging infrastructure and consider modernization or replacement as appropriate when the associated units are being made ready.		Tier 3
P1 - Procurement policy	Partially Disagree	Tier 2
Review the 2017 version of the DCHA Contracting and Procurement Policy to ensure compliance with current procurement regulation and present the DCHA Contracting and Procurement Policy for DCHA BOC approval by		Tier 2
Compare to other MTW agencies		Tier 2
Align with HUD rules		Tier 2
Redraft policy and procedures		Tier 2
Board Resolution		Tier 2
Train staff on updated policy		Tier 2
Provide copy of the policy, associated Board resolution, timeline for implementation and evidence of staff training.		Tier 2
Quarterly reporting on procurement actions		Tier 2
Quality control plan		Tier 2
P2 - Multiple Awards from Single Procurement Action	Partially Disagree	Tier 2
BOC to consider conducting in-depth reviews of its procurement policies and procedures on a regular basis that are not performed by people working on the day-to-day administration of the program		Tier 2
Potential updating of procedures and policies		Tier 2
Board Resolution		Tier 2
P3 - HD Supply Facilities Maintenance	Disagree	Tier 2
Await reply from HUD on DCHA response		Tier 2
P4 - Local preferences	Agree	Tier 2
Update procurement policy		Tier 2
Board Resolution		Tier 2
Train staff on updated policy		Tier 2
Provide a copy of the updated policy, associated Board resolution and evidence of staff training to HUD		Tier 2
P5 - Hotel payments	Disagree	Tier 2
Await reply from HUD on DCHA response		Tier 2
P6 - Delegation of authority for procurement actions	Agree	Tier 2

Milestone description	Agree/Disagree	Tier
DCHA's ED shall issue new delegation of authority		Tier 2
Provide HUD with a copy of the new delegation of authority		Tier 2
DCHA will hire an integrity monitor under procurement of the city.		Tier 2
Integrity monitor will review 10% of the procurement actions and determine changes to policy and procedures accordingly		Tier 2
Observation P1 - Verbosity	Partially Disagree	Tier 3
Investigate reason for taking these actions		Tier 3
Establish procedures to ensure future procurement actions comply with policy		Tier 3
Observation P2 - Moya	Agree	Tier 3
Board should investigate and determine what actions it should take		Tier 3
Board should put procedures in place to ensure that all future procurement actions comply with their Procurement Policy and ethics requirements		Tier 3
Observation P3 - K95	Disagree	Tier 3
Await reply from HUD on DCHA response		Tier 3
HCV 1 - Administrative Plan	Partially Disagree	Tier 3
Review and update Administrative Plan to be consistent with MTW		Tier 3
Board must adopt the Administrative Plan		Tier 3
Train staff		Tier 3
Make Administrative Plan and MTW Plan available to residents and the public		Tier 3
Provide to HUD a copy of the Admin Plan, MTW plan, the Board Resolution, evidence of staff training and evidence that these documents are readily available to the public		Tier 3
HCV 2 - Waiting list	Partially Disagree	Tier 3
2c - DCHA will work with a consultant to purge the waiting list		Tier 3
Review other MTW agencies policies to develop waiting list procedures		Tier 3
Establish protocols for the purge		Tier 3
Revamp all procedures		Tier 3
Create waiting list policies and procedures		Tier 3
Update Admin Plan		Tier 3
Board Resolution		Tier 3
Update IT software		Tier 3
Train staff		Tier 3
Update MTW Plan		Tier 3
HCV 3 - Payment standards	Partially Disagree	Tier 3

Milestone description	Agree/Disagree	Tier
Work with a consultant to verify novogradac results		Tier 3
Revise/review annual process		Tier 3
Create procedures		Tier 3
Train Staff		Tier 3
HCV 4 - Utility allowances	Agree	Tier 3
Work with a consultant to determine utility allowance standards		Tier 3
Revise its allowance for a utility category		Tier 3
Complete an analysis of utility costs from 2015-2022		Tier 3
Reimburse impacted families		Tier 3
Create polices to reflect current UA standards		Tier 3
Create procedures for staff		Tier 3
Create annual mechnaism to address UA		Tier 3
Train Staff		Tier 3
Update MTW Plan		Tier 3
HCV 5 - Rent reasonable determinations	Disagree	Tier 3
Establish polices and procedures to perform rent reasonableness determination before executing a HAP		Tier 3
Update MTW Plan and Admin Plan		Tier 3
Complete comprehensive rent reasonable assessment and provide to HUD		Tier 3
Improve upon existing policies to provide more clarity and transparency		Tier 3
HCV 6 - Housing Assistance Payments	Agree	Tier 3
Update HAP in relation to UA		Tier 3
Reimburse any households accordingly		Tier 3
Train staff		Tier 3
HCV 7 - Verifying rent burden	Disagree	Tier 2
Implement a procedure to review rent burden for participants, which includes Quality Control, and a procedure for maintaining records		Tier 2
Train staff		Tier 2
Improve upon existing policies to provide more clarity and transparency		Tier 2
Provide procedures, evidence of staff training and sample reports to HUD		Tier 2
HCV 8 - Reexaminations	Disagree	Tier 3
Update Admin Plan and ensure recertification policies are consistent with MTW		Tier 3

Milestone description	Agree/Disagree	Tier
Board Resolution		Tier 3
Analyze all HCV participants to determine what recerts are required		Tier 3
Establish a plan and timeline to complete recerts -- supply plan to HUD with monthly updated progress reports		Tier 3
Create and implement tracking reports for recerts		Tier 3
Train staff		Tier 3
Provide reports and staff training to HUD		Tier 3
HCV 9 - HQS	Partially Disagree	Tier 3
Compare HQS failure tactics to other MTW Agencies		Tier 3
Identify in IT system triggers for follow-up on Inspection failures		Tier 3
Create procedures for failed inspections, abatement, and annual inspection process		Tier 3
Monthly reporting		Tier 3
Staff trainings		Tier 3
HCV 10 - Elevated environmental intervention blood lead levels	Disagree	Tier 3
Await reply from HUD on DCHA response		Tier 3
HCV 11 - Safeguarding PII	Disagree	Tier 2
Implement administrative, technical and physical safeguards to protect applicant and participant information		Tier 2
Safeguard electronic transmissions of sensitive data via fax, email and other electronic devices		Tier 2
Implement procedures to protect all hard copy and electronic files and manage access		Tier 2
Train staff		Tier 2
Provide copy of approved and implemented policies and procedures to field office along with proof of staff training		Tier 2
HCV 12 - Portability guidance	Disagree	Tier 2
Update policies and procedures, ensure compatability between Admin and MTW Plan and procedures		Tier 2
Train staff		Tier 2
Provide policies and procedures as well as evidence of staff training to HUD		Tier 2
HCV 13 - Monitoring and maintaining participant files	Partially Disagree	Tier 3
13a. Based on finding HCV 6- UA will be updated		Tier 3
DCHA will work with a consultant to assist with the creation of a quality control plan		Tier 3
13b. Create Quality Control Plan and team to review all tenant files		Tier 3
Review existing procedures and fine tune, improve were possible. Ensure consistency between all plans and procedures.		Tier 3
Train staff		Tier 3

Milestone description	Agree/Disagree	Tier
HCV 14 - VAWA	Partially Disagree	Tier 1
Review policies, procedures and PH lease to ensure compliance with PIH Notice 2017-08		Tier 1
Develop implementation plan		Tier 1
Board Resolution approving policy and PH lease		Tier 1
Staff training		Tier 1
Provide HUD with Board Resolution, evidence of training and implementation plan		Tier 1
HCV 15 - Tracking funds owed	Partially Disagree	Tier 3
Analyze monies owed		Tier 3
Develop collections procedures and update Admin plan where needed		Tier 3
Train staff		Tier 3
Provide a copy of its analysis, collection procedures, evidence of staff training, justification for debts canceled, and tracking reports to HUD		Tier 3
HCV 16 - Terminations	Disagree	Tier 3
Await reply from HUD on DCHA response		Tier 3
HCV 17 - Enterprise Income Verification	Partially Disagree	Tier 2
Establish a written procedure for the EIV system		Tier 2
Assign at least two users and two security administrators (not the same people) in EIV system		Tier 2
Train staff members on their roles and responsibilities		Tier 2
Quality Control Plan to ensure that staff is executing the plan		Tier 2
Create process for annual security process each year		Tier 2
HCV 18 - Timely submission of data in IMS-PIC (PH20)	Agree	Tier 2
Develop and implement procedures for timely, accurate and complete data submissions		Tier 2
Reconcile all fatal errors		Tier 2
Develop timeline for implementation		Tier 2
Train staff		Tier 2
Weekly report to understand changes in PIC; trend analysis; quality control plan		Tier 2
Provide to HUD: procedures and timeline for implementation, a report confirming the number of families reported in IMS-PIC is accurate, proof that all PH IMS-PIC fatal errors has been corrected; and training has occurred		Tier 2
Recommendation HCV 1 - Organizational Chart	Partially Disagree	Tier 3
Await reply from HUD on DCHA response		Tier 3
Recommendation HCV 2 - QA/QC Policies	Partially Disagree	Tier 1
Develop and implement QA/QC policies and procedures for HCV program		Tier 1

Milestone description	Agree/Disagree	Tier
Train staff		Tier 1
Recommendation HCV 3	Agree	Tier 1
Develop and implement internal control processes		Tier 1
Submit processes to HUD		Tier 1
Recommendation HCV 4	Agree	Tier 3
Provide training for all staff working on HCVP in all areas of HCVP and comprehensive training for the VMS, IMS-PIC and EIV systems		Tier 3
Recommendation HCV 5	Agree	Tier 3
Use the two year tool to optimize and monitor our HCV budget allocation		Tier 3
Monitor spending and leasing closely in partnership with the field office who will provide TA		Tier 3
Recommendation HCV 6	Partially Disagree	Tier 3
Update family and landlord Board Resolutioniefig package with current ED information and updated utility, payment standards, VAWA and other required documentation		Tier 3
Recommendation HCV 7	Agree	Tier 3
Update SOPs for the FSS program		Tier 3
Update ACOP		Tier 3
Update Admin Plan		Tier 3
Staff trainings		Tier 3
Recommendation F1	Agree	Tier 2
Develop robust regular financial reporting approach to management and the BoC		Tier 2
Provide fiancial reports to management and the BoC at development, program and entity-wide level		Tier 2
Provide sample of management and Board reports to HUD		Tier 2
Recommendation F2	Agree	Tier 2
Categorize inventory of vacant units		Tier 2
Collaborate with field office to property categorize these in IMS/PIC		Tier 2
Recommendation F3	Agree	Tier 1
Independent analysis of efficacy of EPC program including status report on Phase II EPC work completed, in process and a schedule of planned improvements		Tier 1
Provide analysis and a schedule of planned improvements to HUD		Tier 1
Update MTW Plan		Tier 1
F1 - Annual Inventory	Agree	Tier 1
Complete a physical inventory of property and equipment during fiscal year 2022		Tier 1
Provide a copy to HUD		Tier 1

Milestone description	Agree/Disagree	Tier
F2 - American Express CPS	Disagree	Tier 1
Await reply from HUD on DCHA response		Tier 1
Recommendation F4 - Vehicles	Agree	Tier 2
Evaluate policies regarding usage, maintenance and gas purchases		Tier 2
Provide HUD a formal, written evaluation of these policies and a determination of which vehicles are essential		Tier 2
Dispose of non-essential vehicles		Tier 2
Recommendation F5 - Organizational structure	Disagree	Tier 2
Await reply from HUD on DCHA response		Tier 2
F3 - LaPrima Food Group	Disagree	Tier 1
Await reply from HUD on DCHA response		Tier 1
F4 - General Depository Agreement	Agree	Tier 1
Await reply from HUD on DCHA response		Tier 1
Recommendation F6 - Voyager to Yardi transition	Agree	Tier 3
Complete conversion from Voyager to Yardi prior to fiscal year beginning October 1, 2022		Tier 3
Recommendation F7 - Finance reorg	Agree	Tier 1
Await reply from HUD on DCHA response		Tier 1
RAD PBV1	Agree	Tier 1
Provide evidence that the operating budget for each conversion was submitted to the BoC to HUD		Tier 1
The Board must confirm that the annual deposit into the Reserve for Replacement account was made in accordance with the RAD Conversion Commitment to HUD		Tier 1
Provide evidence that an assessment of the financial health of each conversion was completed to HUD		Tier 1
RAD PBV2	Agree	Tier 1
Review all projects confirming that the owner is making monthly deposits into the Reserve for Replacement account in accordance with RCC		Tier 1
Provide evidence to HUD		Tier 1
RAD PBV3	Agree	Tier 3
Review all replacement reserve account draws to ensure they were used for legitimate capital expenses		Tier 3
Provide evidence of the review to HUD as well as any corrective actions necessary with timelines to HUD		Tier 3
RAD PBV4	Agree	Tier 2
Develop and implement a procedure to ensure that all required HQS inspections by independent entities are completed		Tier 2
Timeline for implementation		Tier 2
Provide HUD with a copy of the procedure, timeline for implementation and copies of all required HQS reports		Tier 2

Milestone description	Agree/Disagree	Tier
RAD PBV5	Agree	Tier 2
Provide HAP register to HUD with key information		Tier 2
RAD PBV6	Agree	Tier 2
Provide HAP register to HUD with key information		Tier 2
RAD PBV7	Agree	Tier 2
Provide documentation to HUD verifying resident participation account has been fully funded		Tier 2
Foster constructive working relationships with residents including supporting the formation of a legitimate resident organization		Tier 2
RAD PBV8	Agree	Tier 2
Provide documentation to HUD demonstrating compliance with choice mobility requirements		Tier 2
Recommendation	Agree	Tier 3
Schedule regular meetings with resident groups affected by redevelopment under New Communities		Tier 3
Clearly inform tenants of their rights		Tier 3
Provide customer service training to public housing staff to ensure tenants are treated professionally, respectfully and provided the assistance needed to meet their relocation goals		Tier 3
Observation	Agree	Tier 3
Await reply from HUD on DCHA response		Tier 3