

Finding HCV7

DCHA Administrative Plan (HCV 1)

In this finding, please find the following:

- a. DCHA Administrative Plan (see HCV 1 DCHA Administrative Plan Chapter 52 p.42)
- b. DCHA request for tenancy approval SOP
- c. HCV Training Plan

DCHA verifies rent burden for new lease-ups and moves in accordance with Chapter 52, Briefing of Families and Issuance of Voucher of its Administrative Plan and Request for Tenancy Approval Standard Operating Procedure.



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REFERENCE DOCUMENT FOR LEASING AND REQUEST FOR TENANCY APPROVAL (RFTA) PROCESSING

Regulatory Reference: 24 CFR 982.305

DCMR: Chapter 14 – 5213 – 5217

Administrative Plan: Chapter 5213 – 5217

Necessary Conditions to Lease a Unit:

Before DCHA Housing Choice Voucher Program (HCVP) can enter into a Housing Assistance Payment (HAP) Contract with an owner, all HUD and HCVP required documents must be present and complete; and the owner, unit and tenancy must be approvable.

Voucher holders must submit a Request for Tenancy Approval (RFTA) packet when they have located a unit they want to rent and the owner has agreed to lease to the family. Before DCHA HCVP can enter into a HAP Contract with the owner:

- The RFTA Packet must be received and complete
- The owner must submit the required documentation
- The rent must be affordable for the unit being initially leased
- The unit must be deemed to be reasonable
- The unit must pass HQS inspection

RFTA Packets are submitted on behalf of families who are applicants (families coming onto the program for the first time), participants (existing families) who have been approved to move within the DCHA HCV jurisdiction (also known as “transfer”), and incoming porting families who are leasing a unit within the DCHA HCV jurisdiction.

RFTA Packet should be accessible for revision through the Owner Portal and should contain the following completed documents as applicable:

- Request for Tenancy Approval (RFTA) Form
- Property Owner/Agent Information Form
- Direct Deposit Form and Voided Check, Financial Letter or Deposit Slip with Account Information
- W9 Form and EIN Assignment Letter
- Voucher Document
- Lead-based Paint Disclosure Form and DCHA Lead-based Paint Notice
- Social Security Cards
- State Identification Cards
- Article of Incorporation
- Recorded Deed



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- Management Agreement
- District of Columbia Tenant Rights Form
- Tenant Notice of Intent to Vacate
- Tenant or Landlord's current water bill with balance of \$50.00 or less (does not apply if Landlord is responsible for water bill)

The notice of intent to vacate should be completed in full including proper dates. The HAP contract termination will need to be generated based on the notice of intent to vacate date. Any discrepancies with the notice of intent to vacate must be resolved.

LEASING AND REQUEST FOR TENANCY (RFTA) PROCESSING STANDARD OPERATION PROCEDURES

Assignment of the RFTAS must be completed on a daily basis by Housing Program Supervisors or designated HPC.

PROCEDURE:

STEP 1: Review the RFTA

POSITION: HPS/HPC

- 1.1. HPS/HPC retrieves all "pending review" RFTA Packets from the Owner's portal.
- 1.2. Review the RFTA package and verify that all required documents are present, signed by the appropriate parties, and dated including the notice to vacate.
 - 1.2.1. If the RFTA packet is incomplete, contact the customer or owner and request the missing and/or correct document(s) or information to be provided within 5 days. Enter notes in Owner Portal referencing missing items. Notes should also indicate the name of the Housing Program Specialist assigned.
 - 1.2.2. See **Attachment 1** for Sample Responses.
- 1.3. Verify the address using the link below:
<https://geomap.ffiec.gov/FFIECGeocMap/GeocodeMap1.aspx>

STEP 2: Enter the RFTA into Yardi VO/RFTA tracker

POSITION: HPS/HPC



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- 2.1. All RFTA information must be entered into the VO/RFTA tracker in Yardi.

STEP 3: Determine Rent Reasonableness and Affordability of the Tenancy

POSITION: HPS/HPC

- 3.1. Review the RFTA Packet to determine if the owner provided the required data for rent, utilities, appliances and/or amenities. For **ALL** current participants, confirm current interim packet has been provided or a recent annual recertification has been processed or received within 120 days. If a current interim packet has not been provided within 5 days of receipt of the RFTA, the RFTA must be canceled.
- 3.2 If RFTA is completed with the correct information and income is updated, proceed with calculating the utility allowance if tenant is responsible for paying any or all of the utilities.
- 3.3. Review the submarket rent and determine if requested rent amount is reasonable and within the allowed, approved submarket amount for all utility options. The gross rent CANNOT exceed the submarket. Update the VO/RFTA tracker and create the inspection. Add the inspection ID number to the owner portal and update the status from “**Determining Rent**” to “**Scheduling Inspection**”.
- 3.4. If rent is not reasonable, contact the owner via phone or email and explain why the rent is not reasonable. Attempt to negotiate with the owner.
 - 3.4.1. If the owner will not negotiate, cancel the RFTA immediately in the VO/RFTA tracker and inform the family they will need to search for another unit due to rent not being reasonable. The VO/RFTA tracker will automatically calculate the tolling time.
 - 3.4.1.1 Inform family they are eligible to receive tolling time on the voucher and make an appointment with the Orientation Coordinator to receive the updated voucher.
 - 3.4.2. Change the status in the Owner Portal from “**Determining Rent**” to “**Canceled.**” Enter note into the Owner Portal as to the reason for the cancellation. See **Attachment 1** for Sample Responses.
- 3.5. Using the current income information, calculate rental approval or denial using the “Tenant Portion Calculation Form.” See **Attachment 2** for Sample Calculation Sheet. Confirm the correct calculations in the VO/RFTA tracker.
- 3.6. If the family share is less than 40% of the adjusted monthly income, the unit is affordable.
- 3.7. If the family share is more than 40% of the adjusted monthly income, the unit is not affordable.
 - 3.7.1. Contact the owner via phone to negotiate the rent for rent is not affordable for the family.
 - 3.7.2. If the owner is not willing to lower the rent, inform the owner that RFTA package will be canceled due to affordability.
 - 3.7.3. Change the RFTA status on the VO/RFTA tracker to “denied” and notify the customer that the RFTA was canceled due to affordability and that they will need to search for



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another unit. Customer should be notified that they are also eligible to receive tolling time on the voucher and to schedule an appointment to see the Orientation Coordinator(s).

- 3.8. If the owner is willing to lower the rent to meet affordability or rent reasonableness and family is willing to move forward with the estimated rental portion, request an updated RFTA with the agreed upon new contract rent amount.
 - 3.8.1. Enter notes in the system with the agreed upon contract amount and estimated tenant portion.
- 3.9. Once updated RFTA is received, proceed to creating the initial inspection on the VO/RFTA tracker. Staff must copy the inspection ID number and enter it into the owner portal. Change the status in the Owner Portal from “Determining Rent” to “Scheduling Inspection.”
- 3.10. Enter/Upload the approved, completed RFTA package to Yardi Voyager and update the VO/RFTA tracker status.

STEP 4: Schedule Unit for Inspection

POSITION: Inspection Housing Program Assistant

- 4.1. Retrieve all Owner Portal Status in “**Scheduling Inspection**” and schedule the inspection in the system using the inspection ID number provided.
- 4.2. Once a date is determined, change the status in the Owner Portal from “**Scheduling Inspection**” to “**Performing Inspection**” and provide the inspection date in the Owner Portal.

STEP 5: Coordinate and Conduction Virtual Initial Inspection

POSITION: Housing Inspector and Housing Program Assistant

- 5.1. Contact the housing provider and arrange a date and approximate time of the virtual initial inspection.
- 5.2. The name and cell number of the housing provider’s staff/point of contact (POC) that will assist with the virtual inspection must be obtained.
- 5.3. Provide to the housing provider, the name and number of the HCVP Inspector that will be conducting the virtual initial inspection.
- 5.4. The inspector will contact, through facetime or another video conference platform, the housing provider’s POC on the date and time of the scheduled virtual initial inspection.
- 5.5. If unit passed the inspection, place the unit result in “Passed” status in the system.
- 5.6. If unit failed the inspection, place the unit in “Failed” status in the system to trigger a new reinspection date.
 - 5.6.1. Housing Program Assistant should update the Owner Portal to reflect the new inspection date and the results.
 - 5.6.2. Follow the steps above from 5.1. through 5.5. as applicable.
 - 5.6.3. If unit fails the reinspection, update the results in the system to “Failed” status.



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- 5.7. Housing Program Assistant or Clerical Staff update the Owner Portal to reflect the inspection results whether “Passed” or “Failed.”
- 5.7.1. See **Attachment 1** for Sample Responses.

STEP 6: Notify Owner and Tenant and HAP Contract and Lease Agreement Execution

POSITION: HPS/HPC

- 6.1. Within 48 hours of notification of the unit inspection results, the Housing Program Specialist will notify the owner and tenant via email and/or phone.
- 6.1.1. **PLEASE NOTE:** If unit passed but the bedroom size has changed based on the inspection, inform the landlord of this change and renegotiate the rent reasonableness and recalculate affordability for the family to match the approved bedroom size use the Tenant Portion Calculation Form.
- 6.1.1.1. If owner will not lower the rent for either reasonableness or affordability, cancel the RFTA Package immediate and inform the family they will need to search for another unit due to rent not being reasonable or affordable and of any eligible toll time back on the voucher.
- 6.1.2. If unit passed inspection, inform the owner and tenant of initial lease term, HAP and tenant portion of rent using the sample email format. See **Attachment 3**. HPS will inform the owner that a HAP contract will be provided after the receipt of the executed lease.
- 6.1.3. Once executed lease is received, review all the relevant terms of the lease and determine the following:
- Effective date and end date of the initial lease term is correct
 - Contract rent is correct
 - Unit address is correct
 - Lease is signed and dated by both parties and the effective date of the lease is not prior to the unit passed inspection date.
 - Responsible party for utilities and appliances corresponds with the RFTA packet.
- 6.1.3. If unit failed the final inspection, inform the owner and tenant of the inspection results and cancel the RFTA packet. Change the status in the Owner Portal from “**Inspection Failed**” to “**Canceled**.”
- 6.1.4. Inform tenant they are eligible to receive tolling time on the voucher to search for a new unit, if applicable, and to schedule an appointment to see an Orientation Coordinator. Update the VO/RFTA tracker to “denied” in order to calculate the tolling time.



District of Columbia Housing Authority

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- 6.2. If the executed lease requires correction, return to the Owner to make the necessary corrections and both parties must initial all changes to the original lease.
- 6.3. If lease is correct, proceed with creating the HAP contract and submit to the Owner for signature via Owner Portal. Change the status in the portal from “**Inspection Passed**” to “**Contract Sent to Owner.**” The VO/RFTA tracker contract status must be updated with the date the HAP contract was signed and sent to the owner.
- 6.4. Once executed HAP contract is received from Owner and uploaded to the system, proceed to releasing payments. Change the status in the portal from “**Contact Sent to Owner**” to “**Move Completed.**” The VO/RFTA tracker contract status must be updated with the date the contract was returned.

HUD HR Response to Training Needs [please note this is not to be considered as an organization training strategy]

HR has identified that we will need to do 2 types of training

- Policy Awareness and Education Training
- Job Competency Training

Policy Training

- Definition: *is educating and informing applicable staff on a defined policy to ensure awareness for compliance*
- Facilitated by: The policy developer or the subject matter expert. No one under a supervisor level will be considered a facilitator.
- Tracking: Attendees will be tracked and confirmed via Office 365 or DCHA SharePoint until LMS is identified.
- What is tracked:
 - Attendees Name and Department
 - Name of the Training
 - Date and Time of Training
 - Duration
 - Training category
- How will attendees sign up: HR is exploring with ITD self-enrollment
- Content developed by: Subject Matter Expert or the Policy Developer

Job Knowledge Competency Training

- Definition: this will be defined as training that is focused on specific competency, knowledge and skills that will increase an attendee's job knowledge, productivity and or overall job performance. The goal is to ensure attendees have the needed knowledge to perform their job to the standard required. This would include process/SOP, and or system training
- Facilitated by: The subject matter expert. No one under a supervisor level will be considered a facilitator.
- Tracking: Attendees will be tracked and confirmed via Office 365 or DCHA SharePoint until LMS is identified.
- What is tracked:
 - Attendees Name and Department
 - Name of the Training
 - Date and Time of Training
 - Duration
 - Training category
- How will attendees sign up: HR is exploring with ITD self-enrollment
- Content developed by: Subject Matter Expert or the Policy Developer

<p>HR will</p> <ul style="list-style-type: none"> • Be a resource to validate the training content and can be leveraged for basic content development • Track the completion of training • Schedule training • Track attendees • Follow up as needed with SME/Facilitators • Provide Reporting 	<p>HR will not:</p> <ul style="list-style-type: none"> • Not develop policy • Not develop procedure • Not develop training content
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HR will need the following to accomplish the identified training opportunities:

- ✓ Tool to track attendees and training content
- ✓ Committed Subject Matter Experts to facilitate the Policy Awareness Training & Job Competency Training
- ✓ Part time [temp] training coordinator HR committed resource, to assist with assigning, tracking and following up on the assigned trainings
- ✓ Training Sponsor [POC] per department

If HR is owning all phases are this process

- Will need policy developer
- Training Content Developer [instructional designer]

Should we change this to be focused on procedure training

Task	Requirements	Level/Division	Audience	What to be trained on		Facilitator/ SME	Status of Content	Training Delivery	Training Due Date	Training Completed Date	Attendance Tracked?	Notes
				Policy	Procedure							
PH1- updated ACDP - Administration and Oversight of Program Policy	DCM must update its ACDP in accordance with HUD requirements and approved MW Plan. Staff must review training on MW Plan and its implementation. Additional provided with a copy of updated ACDP with clear structure and details of the training.		All Staff	x		HMV/EOD						
PH1- Security Awareness Training	DCM Information Security Procedures and measures. DCM must immediately implement administrative, technical, and physical safeguards to protect applicant and participant information. This includes safeguarding electronic transmissions (transmission data file, email, and other electronic devices. DCM must consistently implement procedures to protect all hard copy and electronic files containing sensitive PI and manage access to sensitive applicant, tenant, and participant PI. Additionally, DCM must train staff on HUD Information Security Procedures and measures. Finally, DCM must provide a copy of approved and implemented policies and procedures, along with proof of all training to HUD.		All Staff			IT + TBD						
PH1- WVA - Violence Victims Act	Follows and procedure per PH1 Notice 2017-08. DCM must update and implement its policies, procedures, and PI Plan to include revised requirements of HUD Notice 2017-08. DCM must also ensure training cover the above topics.		PMO/HMV/EOD/OGC		x	PMO/HMV/EOD/OGC						
PH1- Over income policy	Over income policy, a mandatory change Section 503 of the Housing Opportunity Through Modernization Act of 2016 (HOTMA).		HMV/EOD		x	HMV/EOD						
PH1- Fair rent	PH1 Notice 2017-07, general and other rules. DCM must ensure that the new method for determining the amount of rent is reasonable, unless a flat rate, or an income-based rate.		HMV/EOD		x	HMV/EOD						
PH1- Fair rent schedule	Policies and procedures to ensure that rents are updated expeditiously with the most recent HUD published limits.		All Staff		x	HMV/EOD						
PH1- PIH policy	Policies and procedures for PIH program policy.		HMV/EOD/PMO	x		HMV/EOD						
PH1- Community Service and Self-Sufficiency Requirements (CSR)	Policies and procedures for CSR for PIH residents.		HMV/EOD		x	HMV/EOD						
PH1- Minimum Rent Policy and Procedure Matrix	Policies and procedures for MRP.		HMV/EOD		x	HMV/EOD						
PH1- Language Assistance	Policies and procedures for LAP.		All Staff		x	OGE						
PH1- PH1 Notice 2017-08 (Oversight of Operations by HUD) OIG and resident complaint	Policies and procedures per HUD 2017-08.		More This Needed		x	OPS/PMO						
PH1-1B - Occupancy of units, when and reporting of MCHFC	Internal policy and procedure and how to correct. Procedure for reporting and accurate record keeping.		HMV/EOD			HMV/EOD						
PH1-1C	Internal procedure on tenant selection, resident transfers, unit turnaround, or leasing for public housing units.		HMV/EOD		x	PMO/HMV/EOD						
PH1-1D - Removing Applicants from Waiting List	Policies and procedures for removing applicants from the waiting list.		HMV/EOD			HMV/EOD						
PH1-1E - Maintaining adequate waiting list length through the annual registration and eligibility review process.	Policies and procedures for re-eval keeping requirements and Public Housing program in tracking reports.		HMV/EOD			HMV/EOD/IT						
PH1-1F - Review record keeping and resident records in accordance with HUD regulations.	Policies and procedures for records management with regards to record retention information.		HMV/EOD		x	HMV/EOD						
PH1-1G - Include an application completion of forms when applicant has moved.	Policies and procedures for screening applicants per PH1 Notice 2012-26.		HMV/EOD		x	HMV/EOD						
PH1-1H - Resident Review	Policies and procedures for resident review for public housing applicant and current files.		HMV/EOD		x	HMV/EOD						
PH1-1I - Monitoring the reports of DV cases and security administration.	Policies and procedures for the DV system including reporting DV cases to fully utilize the DV system and include security personnel, including how DCM will ensure any additional cases arise.		All Staff		x	HMV/EOD/IT						
PH1-1J - DV cases and security administration.	Mandatory annual security awareness training.		All Staff		x	IT						
PH1-1K - Resident and security administration.	Policies and procedures for the resident review of all the reports.		HMV/EOD/PMO		x	OPS/PMO/HMV/EOD						
PH1-1L - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-1M - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-1N - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD		x	HMV/EOD						
PH1-1O - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-1P - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-1Q - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-1R - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-1S - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
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PH1-1U - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-1V - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-1W - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-1X - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-1Y - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
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PH1-3T - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-3U - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-3V - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-3W - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-3X - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-3Y - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-3Z - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4A - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4B - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4C - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4D - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4E - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4F - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4G - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4H - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4I - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4J - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4K - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4L - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4M - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4N - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4O - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4P - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4Q - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4R - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4S - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						
PH1-4T - Resident and security administration.	Policies and procedures for resident review of all the reports.		HMV/EOD/PMO		x	HMV/EOD/PMO						

Topic	Required Staff Training	Policy Needed?	Policy/Content Owner	Content Needed?	Facilitator/SME	Notes
PH1 - updated ACOP	MTW plan and HUD requirements.					
PH2 - PII	HUD Information Security Procedures and mandates.					
PH3 - VAWA	Policies and procedures per PIH Notice 2017-08					
PH4 - Over-income policy	Over-income policy, a statutory change in Section 103 of the Housing Opportunity Through Modernization Act of 2016 (HOTMA).					
PH5 - Flat rent	Per Notice 2021-17, procedure to ensure each family the opportunity to choose between the two methods for determining the amount of tenant rent payable monthly - either a flat rent, or an income-based rent.					
PH6 - Flat rent schedule	Policies and procedures to ensure flat rents are updated expediently with the most recent HUD published FMRs.					
PH7- Pet policy	Policies and procedures on the DCHA pet policy					
PH8 - Community Service and Self-Sufficiency Requirement (CSSR)	Policies and procedures for CSSR for PH residents					
PH9- Minimum Rent Policy and Procedure (MRPP)	Policies and procedures for MRPP					
PH10- Language Assistance	Policies and procedures for LAP					
PH11 - PIH2021-35 Occupancy of PH units by Police Officers and resident employees	Policies and procedures per PIH 2021-35					

Training Due Date	
Training Completed	
Attendance Tracked	

Topic	Required Staff Training	Policy Needed?	Policy/Content Owner	Content Needed?	Facilitator/SME	Notes
PH 13b - Inccurate listing of vacant units and reporting on IMS/PIC	Understanding previous errors and how to correct. Process for ongoing and accurate submissions to PIC.					
PH 13c	Internal procedures on tenant selection, resident transfers, unit turnaround, or leasing for public housing units					

Training Due Date	
Training Completed	
Attendance Tracked	

Topic	Required Staff Training	Policy Needed?	Policy/Content Owner	Content Needed?	Facilitator/SME	Notes
PH14c - Removing Applicants from Waiting List	Policies and procedures for removing applicants from the waitlist					
PH14d - Maintaining adequate waiting list records showing the status of applicants and eligibility actions taken.	Policies and procedures for record-keeping requirements and Public Housing program tracking reports.					
PH15 - criminal record screening and maintain records in accordance with HUD regulations.	Policies and procedures for records management with regards to criminal record information					
PH16 - Include in application complete list of states where applicant has resided	Policies and procedures for screening applicants per PIH Notice 2012-28.					

Training Due Date	
Training Completed	
Attendance Tracked	

	Topic	Required Staff Training	Policy Needed?	Policy Owner	Content Needed?	Content Owner	Facilitator/SME	Notes
PH17	Record Retention Policy	Policies and procedures for records retention for public housing applicant and tenant files						
PH18	Maintaining Tenant Files	Policies and procedures including Quality Control review, which will ensure that all required data is in the tenant files.						
PH19	Monitoring EIV reports	Policy and procedure for the EIV system including requiring DCHA staff to fully utilize the EIV system and include security protocols, including how DCHA will ensure only authorized users access.						
PH19	EIV users and security administrators	Mandatory annual security awareness training, initial and updated EIV training.						
PH20	Timely and accurate IMS/PIC data	IMS-PIC training to all PH staff.						

Training Due Date	
Training Completed	
Attendance Tracked	

	Topic	Required Staff Training	Policy Needed?	Policy Owner	Content Needed?	Content Owner	Facilitator/SME	Notes
PH21	landlord holding security deposit in interest-earning account	Policies and procedures on the administration of security deposits						
PH22	Collecting delinquent rents and other payments	Policies and procedures for rent collection and enforcement						
PH23	Public Housing annual reexaminations	Policies and procedures for conducting reexaminations						
PH24	Calculating Rent	Rent determination and verification procedures, including quality control review.						
PH25	Following lease	Cause and Non-Payment Eviction Procedures including recording all lease enforcement actions and placing in tenant files.						
PH26	Annual inspections	Policies and procedures for conducting annual inspections.						
PH27	Reasonable Accommodation requests, transfers, and tracking language differs from the way they conduct intake, review, process, approve or deny of reasonable accommodation requests and transfers.	Reasonable accomodation and transfer policies and procedures						

Training Due Date	
Training Completed	
Attendance Tracked	

	Topic	Required Staff Training	Policy Needed?	Policy Owner	Content Needed?	Content Owner	Facilitator/SME	Notes
28	Crime Prevention	Plan to address crime for its entire portfolio and address lease enforcement consistent with 24 CFR 5.861.						

Training Due Date	
Training Completed	
Attendance Tracked	

Required Staff Training

29 Insufficient contract administration and quality assurance of maintenance contractor RSC's work

Procedures for contract administration including quality control checklist that can be used to provide oversight with a focus on spot checking daily, weekly, and monthly preventative maintenance items in the boiler rooms (or other areas of concern).

31 Unit Maintenance

Policies, procedures and tracking reports for preventative maintenance, unit turnaround and work orders including the current software system.

Policy Needed?	Policy Owner	Content Needed?	Content Owner	Facilitator/SME	Notes

Training Due Date	
Training Completed	
Attendance Tracked	

	Topic	Required Staff Training	Policy Needed?	Policy Owner	Content Needed?
Finding P1	Procurement Policy	Procurement policy in compliance with HUD requirements			
Finding P4	Procurement for utilization of local preference for federal vs. non-federal funds	Policies and procedures regarding the differentiation of the procurement process for the utilization of local preference for federal vs non-federal funds.			

Training Due Date	
Training Completed	
Attendance Tracked	

Content Owner	Facilitator/SME	Notes

Required Staff Training			Policy Needed?	Policy Owner
HCV1	Administrative plan not in compliance	Admininstrative Plan and MTW provisions		
HCV2c	Police for removal of applicants from wait list	Policies and procedures for removing applicants from waitlist		
HCV2d	maintaining adequate waitlist records	Record-keeping requirements and HCV program tracking reports.		
HCV7	Reviewing rent burden for participants	Policies and procedures for reviewing rent burden for participants, which includes Quality Control.		
HCV8	Conducting Reexaminations	Policies and procedures for tracking reports for recertification		
HCV9a - ALSO IN OIG	Inspections or Quality Control Inspections	Policies and procedures for conducting inspections, including supervisory quality control HQS inspections, in accordance with the HCV Administrative and MTW Plans.This must also include how to implement reports for tracking inspections.		
HCV9b	HQS enforcement	Policies and procedures for HQS enforcement including creating and implementing reports that detail each HQS inspection of a unit under contract where the unit fails to meet HQS cited life- threatening HQS deficiencies, all other cited deficiencies, abated and terminated HAPs and family-caused defects.		
HCV11	Safeguarding personally identifiable information (PII) in accordance with HUD rules and regulations. (PMO has similiar finding)	HUD Information Security Procedures (ISP) and mandates.		
HCV12	Portability guidance in accordance with PIH Notice 2016-09, HUD regulations, and its MTW plan.	Policies and procedures to incorporate the regulatory requirements outlined in PIH Notice 2016-09		
HCV13a	Use of two different software systems	Procedures for participant file protocols in accordance with HUD requirements.		

HCV14	Not in compliance with updated VAWA requirements	VAWA Policies and procedures including revised requirements of PIH Notice 2017-08.		
HCV15	DCHA is not tracking funds owed from HCV participants and/or landlords in accordance with HUD regulations and its MTW plan.	Policies and procedures regarding collection methods and outcomes.		
HCV16	Terminating HCV participants in accordance with policies and HUD requirements.	Termination procedures in accordance with its policies and HUD requirements .		
HC17	Monitoring reports for mandatory use of the Enterprise Income Verification (EIV) System.	Policies and procedures for the EIV system which should be fully utilized as required and include security protocols, including ensuring only authorized users access to EIV		
HCV17a	Mandatory EIV reports	Policies and procedures for the EIV system which should be fully utilized as required and include security protocols, including ensuring only authorized users access to EIV		
HCV17b	EIV users and Security Administrators	Required EIV training		
HCV18	Timely and accurate IMS-PIC and VMS submissions.	IMS- PIC and VMS training to all HCV staff.		
Rec 2	DCHA needs to develop and implement QA/QC policies and procedures for the HCV program and train staff. DCHA should submit these QA/QC policies to HUD.	QA/QC policies and procedures		
Rec 4	DCHA should provide training for all staff working on its HCV program in all areas of the HCV program and comprehensive training for the VMS, IMS- PIC, and EIV systems.			

Training Due Date	
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Training Completed	
Attendance Tracked	

	Topic	Policy Needed?	Policy Owner	Content Needed?	Content Owner
Rec F7	Train staff to improve capacity and reporting.				

Training Due Date	
Training Completed	
Attendance Tracked	

Facilitator/SME	Notes

	Required Training	Policy Needed?	Policy Owner	Content Needed?	Content Owner
	<p>Training for the Executive Director to develop capacity in critical PHA functions including the overall role of the Executive Director and the Board, procurement, PH and HCV program operations, financial management, HUD policies, and HUD reporting requirements and systems. HUD's Lead the Way Training is available to assist in developing this capacity.</p>				

Training Due Date	
Training Completed	
Attendance Tracked	

Facilitator/SME	Notes