"WHAT THE HEALTH"

How to create healthy Files

AGENDA

- **Identify Common Errors**

- **Tracking your progress**

- **How to improve file health**

AUDIT PREPERATION

- **How does preparing for file review make you feel?**

- **How often do you QC files?**

COMMON ERRORS

◆ **Family income calculation errors**

◆ **Using wrong occupancy standard**

◆ **Using wrong payment standard**

◆ **HAP and Lease dates do not match**

◆ **Missing core documents**

◆ **Miscalculation of Utilities**

FAMILY INCOME ERRORS

◆ **Recorded incorrect based on verification**

◆ **Frequency error (bi-weekly vs twice monthly)**

OCCUPANCY   STANDARD ERRORS

- **Enter wrong amount of bedrooms on voucher based on family size**
- **Voucher size incorrect on 50058**

PAYMENT STANDARD ERRORS

- **Payment standard does not match voucher size**

- **Using outdated payment standards**

MISSING DOCUMENTS

- **Inspections**
- **Missing documents for new family member**
- **Lease and VAWA missing**
- **Proof of third party verification**

How do you prepare for file review?

FILE PREPARATION

- **Pull a nice sample size for each specialist**

- **Consider more frequent reviews for new specialist**

- **Pull files in different stages (Initial, Re-exam, Interim)**

TRACKING

How do track your file reviews?

QUADEL TRACKING SYSTEM

- **Web Based Quality control system**

- **Checklist are made based on HUD rules**

- **Generate reports for managers to review**

IMPROVING FILE HEALTH

- **Use consistent QC and file processing methods**

- **Review HUD updates and Admin plan and communicate to staff**

- **Use data collected from review to prioritize troubled areas**

DATA REPORT

Number of Files with…				
Documentation Errors	Application of Policy Errors	Math Errors	Data Entry Errors	File Organization Errors
44	15	11	13	28
44	15	11	13	28
44	15	11	13	28

DATA EXAMPLE

Documentation Errors			Verification Errors	
Incomplete / Incorrect	Missing	Not Signed/ Dated	Both Verification Process & Documents Insufficient	Verification Process Only
35	42	8	2	0
35	42	8	2	0
35	42	8	2	0

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HOW DID WE DO?

Please take a moment to complete a brief workshop evaluation form and leave it on the table

Thank you!