The HUD Quality Control Study

Collecting Data through Record Abstraction, CAPI, and Administrative Records to Fulfill Mandatory Improper Payment Reporting

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Presentation Topics

❖ **Background and Purpose**

❖ **Sample Description**

❖ **Types of Data Collected**

❖ **Methods of Data Collection**

❖ **Types of Findings Reported**

Background and Purpose

❖ **Respond to HUD's concerns about improving program integrity for its largest assisted housing programs**

- **Public Housing**

- **Section 8 Housing Choice Vouchers and Moderate Rehabilitation**

- **Owner-Administered Section 8, 202, and 811**

These programs serve approximately 4.5 million households annually

Background and Purpose

❖ **Respond to the Improper Payments Information Act of 2002 (IPIA) and the**

   The Improper Payments Elimination and Recovery Act of 2010 (IPERA)

❖ **Originally designed in the 1980's-1990's**

❖ **Yearly studies have been conducted since 2003**

Background and Purpose

Components of Improper Payments

❖ **Program Administrator Error (QC Study) - includes errors associated with:**

- **Determining eligibility for the program (people who are admitted to an assisted-housing program but should not be)**

- **Calculating tenant rent (people who are paying too little or too much rent)**

❖ **Intentional Tenant Income Reporting Error (Income Match Study)**

National Sample Description

Program Types	
• **Public Housing**	**200**
• **Section 8 Housing Choice Vouchers and Moderate Rehabilitation**	**200**
• **Owner-Administered**	**200**
Section 8, 202, and 811	
Households	2,400

The projects and households are located across the
US and Puerto Rico in 60 geographic areas

Types of Data Collected

❖ **Household Composition Items**

- **Who lives in the household, date of birth, relationship to the head of household, citizenship status, Social Security number etc.**

❖ **Income**

- **Employment, Social Security, retirement, unemployment compensation etc.**

Types of Data Collected

❖ **Assets**

- **Checking and savings accounts, certificates of deposit, life insurance, 401K, stocks, bonds etc.**

❖ **Expenses**

- **Medical, child care, disability**

Types of Data Collected

The collection of personally identifiable information (PII) calls for secure handling of paper and electronic data

❖ **All study computers are encrypted**

❖ **Secure File Transfer Protocol (SFTP) is used to transmit data to and from the field interviewer laptops**

Methodology

Comparison of <u>actual</u> rent to <u>quality control</u> rent values

❖ **<u>Actual</u> information source**

- **HUD 50058 or HUD 50059 Forms found in the tenant file**

❖ **<u>Quality Control</u> information sources**

- **Documents found in the tenant file**

- **Household interview**

- **Third party verification obtained by ICF**

- **Data matches**

Data Collection Process

HUDQC Data Collection Process

Step 1: Draw a random household sample within each housing project site

HUDQC Data Collection Process

Step 1: Draw a random household sample within each housing project site

Step 2: Abstract data from the tenant file

Actual rent paid by household and supporting documentation

HUDQC Data Collection Process

Step 1: Draw a random household sample within each housing project site

Step 2: Abstract data from the tenant file

Step 3: Conduct an in-person household interview

Verbal responses and tenant-supplied documents
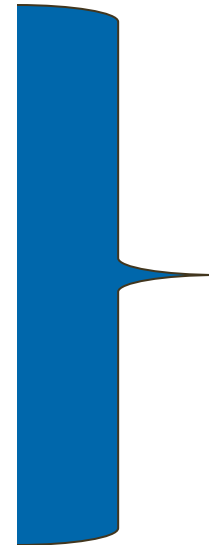
HUDQC Data Collection Process

Step 1: Draw a random household sample within each assisted-housing project site

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Step 2: Abstract data from the tenant file

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Step 3: Conduct an in-person household interview

Steps 1-3 are supported by a custom-designed CSPro application on the field interviewer laptop

HUDQC Data Collection Process

Step 1: Draw a random household sample within each housing project site

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Step 2: Abstract data from the tenant file

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Step 3: Conduct an in-person household interview

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Step 4: Obtain additional verification if needed

Obtained via US mail and fax procedures

HUDQC Data Collection Process

Step 1: Draw a random household sample within each housing project site

Step 2: Abstract data from the tenant file

Step 3: Conduct an in-person household interview

Step 4: Obtain additional verification if needed

Step 5: Match data with Social Security Administration

Match is conducted for all household members

HUD Quality Control Study

HUDQC Data Collection Process

Step 1: Draw a random household sample within each housing project site

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Step 2: Abstract data from the tenant file

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Step 3: Conduct an in-person household interview

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Step 4: Obtain additional verification if needed

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Step 5: Match data with Social Security Administration

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Step 6: Match data with the National Directory of New Hires Database (NDNH)

Administration for Children & Families
Office of Child Support Enforcement

Match is conducted for all adult household members

HUDQC Data Collection Process

Step 1: Draw a random household sample within each housing project site

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Data Source 1

Step 2: Abstract data from the tenant file

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Data Source 2

Step 3: Conduct an in-person household interview

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Data Source 3

Step 4: Obtain additional verification if needed

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Data Source 4

Step 5: Match data with Social Security Administration

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Data Source 5

Step 6: Match data with the National Directory of New Hires Database (NDNH)

Methodology

❖ **Income, asset and expense information is reviewed for each household member**

❖ **A rent error is defined as a greater than $5 difference between the actual rent paid by the household and the quality control rent**

  The $5 threshold was implemented to accommodate rent differences due to rounding

Methodology

Over 13,000 sources of household composition, income, asset and expense information are reviewed for each study

Source Type	Approximate Number of Sources
Household Composition	2000
Income	6000
Asset	3000
Expense	2100

Types of Findings Reported

❖ **Rent Over-payments**

❖ **Rent Under-payments**

❖ **Gross Dollar Error – sum of the absolute values of under- and over-payments**

Dollar values are calculated as well as error rates

Types of Findings Reported

❖ **Obtain estimates for the three major housing program types, and for the combined total**

❖ **Meet IPIA requirements for a 90% confidence interval of 2.5% (interpreted in terms of dollar error rate)**

For More Information …

http://www.huduser.org/portal/

Search for "quality control" to obtain copies of recent study reports

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Thank you