



Evaluation of Field Data Collectors with a Rigorous Training Assessment: Lessons Learned from an Improper Payment Study

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Presentation Overview

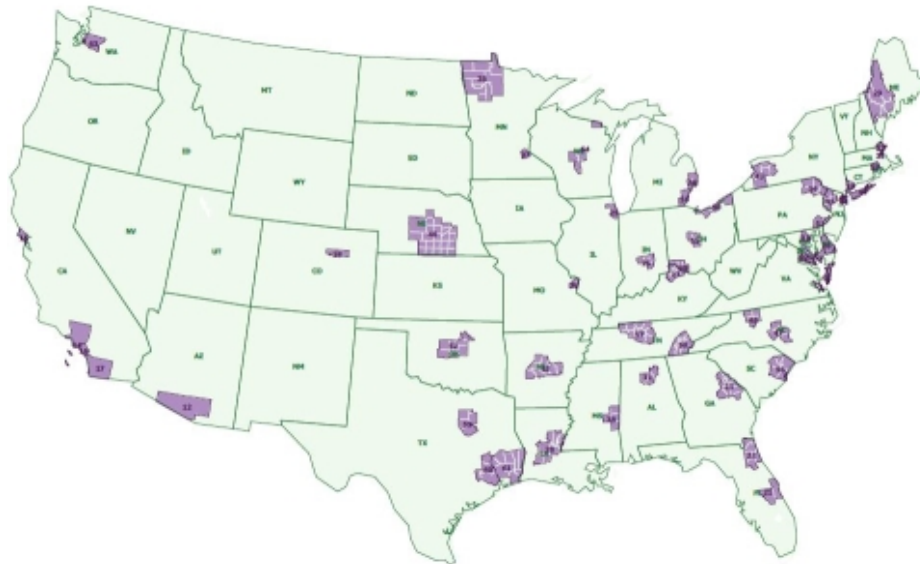
- **Study background**
- **Training format**
- **Evaluation procedures**
- **Lessons learned**

The Study

- **Improper Payment for Quality Control for Rental Subsidy Determination (HUDQC) Study sponsored by the Department of Housing and Urban Development (HUD)**
- **Yearly study examining the improper payments within the 3 largest assisted housing programs**
 - Public Housing
 - Section 8 Housing Choice Vouchers and Moderate Rehabilitation
 - Owner-administered Section 8, 202, and 811
- **Nationally representative sample of assisted housing households**
- **Our job is to provide accurate estimates of rental subsidy error to HUD**

The Data Collection

- **Multimode survey**
 - Review and organization of file documents at housing project offices
 - Data entered into a laptop by the Field Interviewer
 - CAPI interviews with assisted housing tenants
- **60+ Field Interviewers, one within each geographic cluster**



The Training

- **Training covers all aspects of the Field Interviewer's work**
 - Contacting the Project
 - General personal safety
 - Submitting timesheets and expense reports
 - Sampling
 - Calculating the time period used as the Quality Control Month
 - Collecting the appropriate documents from the file for the recertification
 - Document organization
 - Computer data entry accuracy
 - Contacting the tenant
 - CAPI techniques

- **Assessment activities start after the day is over, at 5pm or later**

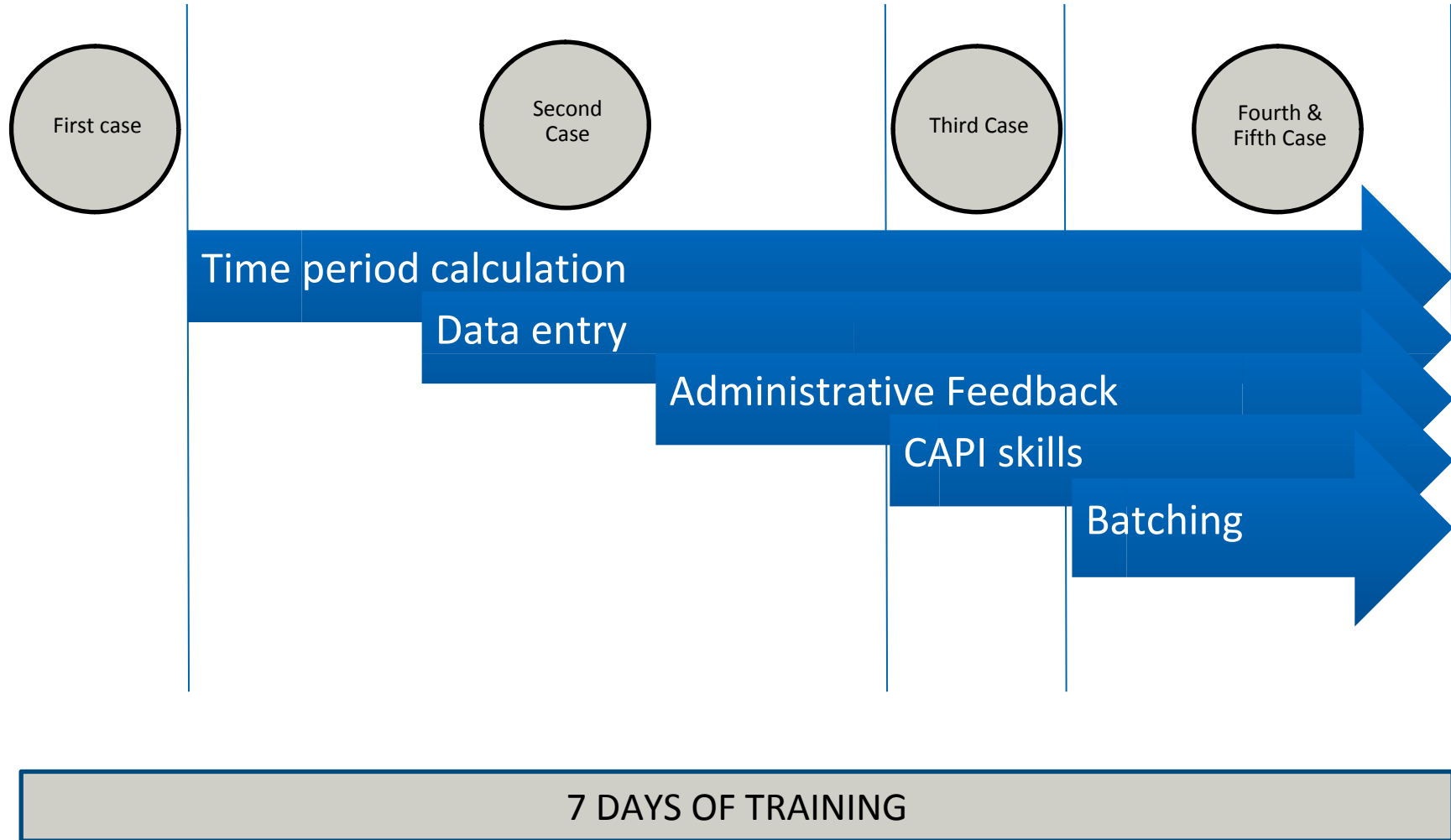
- **Feedback is given to the Field Interviewers the morning after their work is submitted**

The Training

- **Each training session is 7 days**
- **Training schedule is driven by five case examples**
 - Increasing in case complexity to represent real files
 - Physical folders include official HUD forms, mock ups of paystubs and bank statements, rent calculation worksheets, and other documentation
- **Two concurrent sessions of new Field Interviewers, 3rd later session with returning Field Interviewers**
- **After training, Field Interviewers return to their home cluster and there is no further face-to-face contact**

So, how do we make the assessment work within our time constraints while also making sure the Field Interviewers are prepared for what they will see in the field?

Evaluation Process: the critical elements of training



The Evaluation of Trainees: Administrative Feedback

<p><i>Listed below are the documents that must be copied, labeled, and included in this batch.</i></p>	<p><i>✓ that copy is included:</i></p>	<p><i>If a document is not included, provide an explanation.</i></p>
<p>5. Income Documents Include all earned and unearned income related documents for all household members.</p>		
<p>6. Asset Documents Include all asset related documents for all household members.</p>		

Household File Folder (A-F)				
Head of Household Last Name:		Field Interviewer Name:		
QCM: / /	Effective Date: / /	✓ If D-Form Only Case: <input type="checkbox"/>	✓ If Flat Rent Case: <input type="checkbox"/>	✓ If Case Replaced: <input type="checkbox"/>
<p><i>General Instructions:</i></p> <p><i>All documents used to support the information on the Form HUD-50058/50059 for this case must be photocopied, sorted, labeled, and sent to headquarters in this folder. Documents should be placed into one of the five batches: QCM Batch, Verification Documents Batch, EIV Batch, Other File Documents Batch, and Utility Allowance Batch.</i></p> <p><i>If any of these documents are not in the household file:</i></p> <ol style="list-style-type: none"> <i>Check the Project Summary Sheet (PSS) for information about where the project stores certain documents. If there is no explanation on the PSS, ask the project staff if it is possible to provide you a copy of the document.</i> <i>Call your Data Quality Reviewer for additional guidance.</i> 				

<p><i>Listed below are the five batches of documents that must be included in this folder.</i></p>	<p><i>✓ that copy is included</i></p>	<p>HQ Use</p>
<p>QCM Batch (B-Q)</p>		
<p>Verification Documents Batch (B-V)</p>		
<p>EIV Batch (B-EIV)</p>		

The Evaluation of Trainees: Administrative Feedback

Administrative Process Feedback: Part A (**Critical Data Elements**) – Feedback

All elements of the Administrative Folder process are critical for efficient handling of paperwork at headquarters, but there are certain aspects that impact the rent calculation that we perform. The items below have a points value assigned to them for that reason.

QCM Documents Batch (B-Q): all documents present and in the correct order	Y	N
Copied HUD Form-50058/50059 present?		
All project rent calculation worksheets present?		
Rent adjustment letter present?		
Project staff notes present?		
Verification Documents Batch (B-V): all documents present and in the correct order	Y	N
All income documents present?		

Data Management Steps - SPSS

- Import data Macros
- FI data is compared to a key
- Variables calculated based on whether the specific items were correct
- Recoding and data merging for reporting

Form HUD-50059 Data Entry			
Section B. Summary Information			
	Correct?	Your Answer	Correct Answer
Type of Action	Yes	Annual Recertification	Annual Recertification
Effective Date	Yes	08/01/2015	08/01/2015
Section C. Household Information			
Household Member #1	Correct?	Your Answer	Correct Answer
Date of Birth	Yes	06/26/1949	06/26/1949
Relationship	Yes	Head	Head
Citizenship	Yes	Eligible Citizen	Eligible Citizen
Special Status	Yes	Elderly	Elderly

The Evaluation of Trainees: Efficiencies

Trainers in room: put a YES or a NO if the QCM is right on first try. Note the same for second try as well. When all trainees have submitted their answers, get this sheet back to Kelly in the command center.

Second case QCM is 7/2015

FI Last	FI first	QCM - correct first try? y/n	QCM - correct second try? y/n
Walton	Andrew		
Koehn	Melanie		

Second Case Summary Sheet

QCM BATCH (B-Q)

Item to Include	Justification
50058 dated 6/1/2015 (page R1– R8)	This action is a full recertification within our fiscal year. The other 58s in the folder were either interims, which we do not use, or outside of our time period of interest. <i>Further reading: Chapter 5, section B1: Forms HUD-50058 and HUD-50059.</i>
Rent calculation worksheet, dated 6/1/2015 (page R9)	This rent calculation worksheet supports the 50058 that HDCS chose as the action to use. The tenant rent on this worksheet matches the tenant rent on the 50058 and it is signed and dated by the project staff. <i>Further reading: Chapter 5, section D4: Determine the rent calculation date from household file documents and enter it into HDCS.</i>

The Evaluation of Trainees: Organization

- **Verification of receipt of all physical pieces (data transfer, folders, CAPI feedback sheets)**
- **Designated person to receive all new material to grade**
- **Dedicated space for graded/to-be-graded paperwork within the training area**
- **Linked Excel workbooks for quick score tallying**

The Evaluation of Trainees: Lessons learned

- **Only key elements should be evaluated**
- **Organization is key**
- **For data evaluation – Batch files & macros**



Thank you!

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