



**HOUSING AUTHORITY OF THE CITY OF BRIDGEPORT,
D/B/A PARK CITY COMMUNITIES
150 HIGHLAND AVENUE
BRIDGEPORT, CT 06604**

ADDENDUM # 1 – OCTOBER 25, 2018

HOUSING CHOICE VOUCHER (HCV) MANAGEMENT AND SUPPORT SERVICES

Solicitation Number: 116-S8-18-S

Solicitation Date: September 24, 2018

1. Questions asked via e-mail bids@parkcitycommunities.org:

Q1: The RFP mentions the vendor attending workshops and trainings. Can you provide more specific information, such as: the type and purpose of these workshops and trainings and if they will be held locally.

A1: Workshops and/or training will be on new property management software (Yardi Voyager), Management of the waitlist, Project-Based Voucher, Tenant-Based Voucher, Fair Housing, and other HUD recommended workshops/training. Training and workshops can be held at our Administration building or HUD's Field Office in Hartford, CT.

Q2: Can you elaborate on the required HUD reporting for the monitoring reviews? What specifically is required?

A2: Reporting of SEMAP, Quarterly and Annual PIC reporting, reporting on evaluation of current HCV staff, HAP Programs, Inspections, Recovery Agreement Measures, etc., and all other reports mentioned on scope of services

Q3: How many PBV contracts does PCC have and how many units are attributable to each contract?

A3. We don't have exact number of contracts and units for each contract. We are currently reviewing PBV files; it is suspected that we have approximately 125 vouchers.

Q4: What is the expectation relative to the 100% review of files? Is it sufficient to comprehensively review each file as transactions are completed; or, does PCC expect the 100% file review to be conducted outside of the currently completed transactions?

A4. PCC expects 100% review of files.

Q5. Does PCC envision the contractor's role to be directly carrying out the following elements of the scope of work, or to be providing management and consultation to PCC staff for these same activities:

- a. Conducting tenant and applicant interviews
- b. Processing termination of residents or landlords who violate contractual obligations
- c. Processing initial, annual, and interim recertifications
- d. Performing all initial eligibility screening and associates activities through voucher issuance and lease up
- e. Processing all notices to landlords of HQS deficiencies, HAP abatements, and HAP Contract terminations

A5: PCC envisions the contractors carrying out all the elements of the scope of work, working in conjunction with Director of Housing Choice Voucher, and Certified Occupancy Specialist.

2. Housing Choice Voucher Recovery agreement attached.

3. Except as provided herein, the terms and conditions of the original solicitation shall remain unchanged and in full force and effect.

END OF ADDENDUM #1

Please sign this addendum and acknowledge receipt on the acknowledgement of addenda form to be returned with your proposal.

Signature:
(Authorized Signature)

Typed Name and Title

Name of Firm

Date

Date Issued: October 25, 2018

Housing Choice Voucher

Measure #2e: HCV Front Line Staff: HCV Director to deliver measurable performance goals for all HCV staff that include documented compliance with program regs, teamwork, and customer service. Rate all HCV staff annually. Documented compliance with program regs will involve random spot check of staff files for compliance in accordance with new quality control protocols. Measurable Goals should incorporate Recovery Agreement goals. (Due dates: Goals 5/30/18 and Rating 1/30/19)

Performance Review documents attached. PCC Director and Program manager meet with Staff to review errors on Audit from CVR. Each staff member sat through a review. They reviewed their Job description and signed it as well as performance review and goal setting worksheet.

HCV Director Comment 4-26-18: Please advise if this was satisfied based on the last submission. If not please provide feedback on what needs to be added.

HUD response 6/2018: PCC HCV Director and Program manager met with staff to review errors from CVR audit, however the HCV onsite review held June 11 through 15, 2018 revealed errors in rental calculation, improper coding of MTCS files and missing documentation. PCC did not submit documentation to justify the removal or closure of task. HUD recommends keeping this task open until BHA responds to HCV report which Field Office will submit for review and response.

Measure #1: Correct Voucher Program Administration Issues outlined in the HUD Quality Assurance Reports of 2016-17, the CVR report of December 2017 and this Recovery Agreement and if not corrected by January 2019, consider outsourcing the caseworker positions in the HCV Program. This measure does NOT apply to HCV Management position. (Due date; 2/30/2019)

PCC Director and Program manager meet with Staff to review errors on Audit from CVR. Each staff member sat through a review. They reviewed their Job description and signed it as well as performance review and goal setting worksheet. Staff will be provided with a series of training. HCV Director and program manager will be aggressive in following PCC's personnel policy Disciplinary action steps to ensure that policies are being followed.

HUD Response 6/2018 Due to continued errors and missing documentation in tenant files as well as MTCS improper coding of actions, Field Office does not believe this task has been completed. The HCV review held in June, revealed continued problems with tenant files and how case workers conduct re-examinations of family income, after the meeting between BHA HCV Director and staff members. PCC did not submit documentation to justify the removal or closure of task

Measure #2: Reconcile VMS and General Ledger monthly and provide documentation to HUD and Board. (Due date: 4/1/18)

HCV Director Comment 4-26-18: This is a finance function. Both Finance and HCV Director agree. Requesting for this to be removed from HCV measures and added to Finance.

Measure #3: File Documentation: Develop and Implement file checklists to ensure that all files are complete and auditable. All HCV case files must be complete with proper documentation included in each file to evidence among

other factors: (1) Proper selection from waitlist in proper order; (2) program eligibility documentation; (3) timely documentation of performance of EITV; (3) Timely recerts : (4) Timely notice of rent adjustment to owner and participant after recert; If family is a port-in, then (4) portability payments drawn from proper accounts; (5) timely submission of the 50058; (4) resolution of HQS violation within thirty days with documentation; If HAP is abated, proper documentation in file of HQS violations, letters to landlord, re-inspection, any extensions provided. Any/ all documentation for Termination from program including Intent to Terminate, hearing request and approvals, hearing notes if applicable, and notification to landlord and tenant of HAP termination. (6) timely removal from program of ineligible participants such that no HAP is paid on behalf of the participant for any month following a determination of ineligibility and ineligibility timely reported in all appropriate systems to prevent payment of ineligible HAP. (Due date: 4/1/18) (cross reference IPA audit finding 2016-11; HUD QAD report May 2017, CVR report December 2017)

Checklist have been created for New Admission Recertification's Moves). As well as termination. See attached submitted for April submission.

HCV Director Comment 4-26-18: HQS checklist attached. All items listed addressed. Please advise if this was satisfied based on the last submission. If not please provide feedback on what needs to be added.

HUD response 6/2018: PCC provided QC power point and checklist, however the review which was held in June reveals that the tenant files are missing documentation, have erroneous rent calculations, HAP payments and utility reimbursements. In addition, the 50058's have been improperly coded for homeless at time of admissions as well as the action type. The review covered 18 months' worth of data therefore any files that were reviewed or current in the last 18 months. As a result, BHA may have made overpayments in HAP and/or failed to terminate HAP payments when a family is over income.

- Quality Control of all tenant files to ensure that all information is in file per year
- HQS inspections, failed inspections, re-inspections, abatements and tenant/landlord abatement notifications
- Timely notice to tenants/landlord of increases/decreases in HAP and tenant portion

Measure #3a: Ensure that the HCV program has supporting documentation and maintains accurate books and records in conformance with the requirements of 24 CFR 982.158 such that the program can be audited to validate the Unit Months Leased and HAP. (Due date: 4/1/18) (QAD report 2014, 2017)

HCV Director Comment 4-26-18: Split function with Finance. Implemented checklist would ensure that required documents are in the tenant file or linked to the tenants file in Visual Homes.

HUD Response 6/2018 Review of tenant files reveals that additional work is required on this measure documentation submitted (checklist) does not close out this task. Onsite review found calculation errors in HAP paid in the amount of \$2,600.00.

Measure #4: Develop written Quality Control Procedures for File Maintenance and Reporting for a QC Review to be performed by the HCV Manager wherein the HCV Manager must quality control 5 of randomly selected files from each HCV worker monthly for a total number of files being 5 x (number of staff). The quality control must address these factors among any others chosen by BHA: (1) completion and accuracy for source documentation including EIV and that EIV is timely; (2) that citizenship and other sources documents of eligibility are complete; (3) that the HAP was accurately calculated and that (4) the accurate HAP paid is consistent with (same as) HAP reported in BHA systems and PICNMS*; (5) that the utility payment was accurately calculated and that utility payment made is consistent with utility payment reported in BHA system and PICNMS; (5) that no HAP reported in VMS includes Admin fee especially for portable vouchers; (6) that any family deemed ineligible and under zero HAP had not a single HAP or utility payment made on the family's behalf after determination; (7) that if treated as Enhanced, it is on the list of verified Enhanced Vouchers, (8) that port in/out activity is correctly reported in Visual Homes and HUD PICNMS. (Repeat finding from HUD QAD reports dated back to 2014 to 2017). (Due date: 5/1/18)

See attachment. *HCV Director Comment 4-26-18: Submitted with April submission. Please advise if this was satisfied based on the last submission. If not please provide feedback on what needs to be added.*

HUD Response 6/2018 A powerpoint shown to staff on Quality Control was submitted,. However, there continues to be errors in rent calculation, time from receipt of documentation to actual re-examination of income, improper coding in MTCS, inaccurate HAP and utility reimbursements and missing documentation. Quality Control must be performed on every file and a check off sheet signed by Supervisor which acknowledges that the file was reviewed and found to be error free.

A powerpoint shown to staff does not suffice. The practice of executing effective QC that reduces staff errors and doing this on an ongoing basis for a material amount of time is what is needed to close out measure.

Measure #4a: Establish Billing and Payment Portability Quality Control procedures to ensure that portability documentation is maintained and regular monthly reconciliations are performed in relation to billing and receipt of payment from other housing authorities for portable participants and that regular billings are done, HAP collected and measures taken when HAP payments are not submitted by other PHAs. (cross reference IPA Finding 2016-006 - Allowable Costs: Housing Choice Voucher Payments (CFDA#14.871), recurring finding since 2011, HUD QAD report from 2016) (Due date: 5/1/18)

Comment:

BHA does not maintain proper documentation or perform reconciliations of port-in payments from other housing authorities for payment of assistance of participants of the HCV Program. Due to the lack of documentation, the auditors are unable to test the port in billings and receipts for the HCV Program.

HCV and Finance has both designated a specific staff person responsible for portability. The HCV staff person will ensure that the correct Admin fee is listed in Visual HOMES and updated HUD 52665 form is saved in designated coordination folder for HCV/Finance. This would allow Finance access to see most updated information for billing. Finance will handle portability billing from that point.

HCV Director Comment 4-26-18: See SOP attached

HUD Response 6/2018: PCC provided Portability SOP, however the Field Office recommends keeping task open until the implementation has been field tested.

Measure #4b: Establish Proper Account Portability Quality Control procedures to ensure that no non-absorbed port in vouchers are paid from BHA HAP accounts and that no HAP funds reported have admin fees included in HAP amount. BHA can only pay for port in vouchers from UNA. (Due date: 5/1/18)
HCV Director Comment 4-26-18: Split function with Finance. See SOP attached.

HUD Response 6/2018: PCC provided Portability SOP, however the Field Office recommends keeping task open until the implementation has been field tested.

Measure #5: Establish Written HCV Department Operating Procedures to ensure that the program is managed properly. Ensure that these procedures include: (2) Protocols for QC validation of VMS monthly: (2) Protocols to validate that VMS and Visual Homes reflect the same information with respect to HAP, utilities, port in/out; project based vouchers; enhanced vouchers, accuracy of number of vouchers leased ; that number of units under lease includes all those brought under lease in prior month including those brought in mid-month (3) Protocols in both the Finance Department and HCV Department to ensure that VMS is reconciled to the General Ledger monthly; (4) that PBV HAP is paid only when a valid HAP contract is on file; (5) that vouchers issued and not under lease are tracked; (6) that special voucher set aside categories are tracked so that the number of vouchers issued to the set aside is accurate and continually updated (i.e. when a homeless family is EOP'd that homeless set aside is noticed as available and that there are policies that define when a voucher is no longer homeless voucher such as when the family has maintained the housing beyond a certain time period OR define special categories as capped at numeric annual number to avoid long term tracking. (Due date: 5/1/18)

SOP for Portability & Income and Verification has been created (See attached)
HCV Director Comment 4-26-18: HQS checklist created. Please advised if this area is satisfied

HUD Response 6/2018: PCC provided SOP and HQS checklist, however due to errors and missing documentation found during an onsite tenant file review, the field office recommends that the measure stay open until such a time as all tenant files have been reviewed by Supervisory staff to ensure that files are error free. Blank checklists are not enough to close out the measure.

Measure#6: Preferences: (1) Determine which, if any, HCV preference BHA will retain, after considering reduction/consolidation of preferences for program simplicity; (2) amend Admin Plan accordingly with a manageable number of preferences and a selection plan so that the public, BHA staff and HUD can understand how the voucher program selects from waitlist and how both preference and non-preference groups are issued vouchers. For voucher set aside preferences, indicate if the number admitted are annually or in total and track the preference vouchers accordingly. (Due date: 5/1/18)

PCC is currently reviewing.

HCV Director Comment 4-26-18: Proposed change of due date 6/1/18

HUD Response 6/2018: PCC has not finalized the changes therefore this measure is overdue.

Measure #7: Project Based Units. Produce complete list of all Project based Units and a complete list of all PHA owned units, ensure that there is a valid HAP on each PBV, that both Visual Homes and VMS have the accurate number of PBVs reported. Execute valid HAP on all PBVS with expired or unexecuted HAP on PBV units properly selected but out of compliance. Develop system for filing the HAPs and a system for tracking their expiration dates. (Due date: 4/1/18)

PCC is currently reviewing HAP to see which are expiring. Will be reaching out to owners for renewal if they were adhering to Program Regulation. Was unable to meet deadline to complete spreadsheet. Will have Spreadsheet completed by next recovery agreement Response for May.

HCV Director Comment 4-26-18: Proposed due date 6/1/18

HUD Response 6/2018: PCC has not finalized the changes therefore this measure is overdue.

Measure #8: Enhanced Vouchers. Produce a clear and complete list of all enhanced vouchers, with the HCV Manager confirming that all vouchers being administered as Enhanced Vouchers truly are enhanced vouchers and adjust rent on all files that may have wrongfully been administered as enhanced. (Due date: 5/1/18)

PCC is reviewing for incorrect enhanced voucher issuance. And will provide a list of findings and actions taken by May recovery agreement.

HCV Director Comment 4-26-18: Proposed due date 7/1/18. to have corrections made on certifications

HUD Response 6/2018: no submission on this measure.

Measure #9: Staff Training. Provide training on proper reporting/tracking of the following categories among other topics (1) enhanced vouchers; (2) HAP vouchers expensed in mid-month move in; (3) definition of homeless to track homeless at admission; (4) vouchers issued yet not under HAP; (5) PHA and instrumentality owned units; (6) project based vouchers; (7) fraud recovery. (Due date: 6/1/18)

PCC HCV provides ongoing training. At weekly staff meeting any errors that are found are address and allow staff to ask questions on policies and procedures. PCC will conduct training based on the 7 items listed on the recovery agreement as well as other areas.

HCV Director Comment 4-26-18: Training being provided on various items. 4/18/18- Webinar Preparing for HAP Termination. See PPT and Staff Sign in sheet attached.

HUD Response 6/2018: This measure remains open until PCC addresses the errors identified during onsite review.

Measure #2e: HCV Front Line Staff: HCV Director to deliver measurable performance goals for all HCV staff that include documented compliance with program regs, teamwork, and customer service. Rate all HCV staff annually. Documented compliance with program regs will involve random spot check of staff files for compliance in accordance with new quality control protocols. Measurable Goals should incorporate Recovery Agreement goals. (Due dates: Goals 5/30/18 and Rating 1/30/19)

Performance Review documents attached. PCC Director and Program manager meet with Staff to review errors on Audit from CVR. Each staff member sat through a

review. They reviewed their Job description and signed it as well as performance review and goal setting worksheet.

HCV Director Comment 4-26-18: Please advise if this was satisfied based on the last submission. If not please provide feedback on what needs to be added.

HUD Response 6/2018: Draft performance evaluations submitted. Performance evaluation form not finalized not reviews completed.