

## **Chapter 17**

### **QUALITY CONTROL OF SECTION 8 PROGRAM**

In order to maintain the appropriate quality standards for the Section 8 Program, IHFA will annually review files and records to determine if the work documented in the files or records conforms to program requirements. This shall be accomplished by a supervisor or another qualified person other than the one originally responsible for the work or someone subordinate to that person. Supervisory file audits will generally be required on at least an aggregate of 5% of the files.

File monitoring will also be conducted by Boise Rental Assistance staff. Reviews will be conducted either on-site or by having files shipped to the Boise office from the Branch and will include monitoring of Waiting List management, intake, eligibility and rent calculation to ensure proper application of regulations, policies, and procedures.

Section-8 Management Assessment Program (SEMAP) review – At least annually Boise Rental Assistance staff shall conduct a SEMAP review. This review will cover all five (5) SEMAP factors required in the SEMAP Certification submitted to HUD. The results of the SEMAP review will be documented and the annual certification will be prepared and presented to the Board of Commissioners prior to submission to HUD.

IHFA has defined Substantial Deviations and Significant Amendments or Modifications as discretionary changes in the plans or policies of IHFA that fundamentally change the mission, goals, objectives, or plans of the Association and would require formal approval of the Board of Commissioners. Minor revisions or clarifications to existing policies or procedures, and/or minor discretionary administrative amendments consistent with the Association's stated overall mission and basic objective will not be considered Substantial Deviations or Significant Amendments or Modifications.

### **INTERNAL CONTROLS FOR THE SECTION 8 PROGRAM**

In order to prevent fraud in the Section 8 Housing Choice Voucher program IHFA has put in place a system of internal controls, or checks and balances relating to HAP paid to landlords.

The ability to enter system changes effecting tenant rent is available to all Housing Specialists and Branch Office Supervisors. These changes are made through initial, annual, and interim actions. It is IHFA's policy that a balancing process will be completed before each check run. This process will start in each of the four branch offices. Once the initial process is completed, the information will be sent to the Section 8 Coordinator in the Boise office, and the system will be locked until the balancing process is complete. While the system is locked, no changes can be made to HAP entries. The Section 8 Coordinator will balance amounts listed in the system, to actual amounts being paid out to landlords.

The ability to enter new landlords in the system is available to the Housing Specialists and Branch Office Supervisors. The ability to enter new landlords, who are Public Housing Authorities, is available to the Section 8 Coordinator in the Boise office. It is IHFA's policy that each landlord will provide a W-9 before being entered into the system. Each W-9 requires either an Employer Identification Number (EIN) or a social security number (SSN) be listed. IHFA checks each EIN or SSN against Internal Revenue Service (IRS) records for accuracy at the end of each year. All invalid entries are investigated until the issue is resolved. IHFA issues form IRS 1099 to each landlord based on checks issued.

It is also IHFA's policy that a Landlord Log will be maintained for all new landlords who are entered in the system. Each new landlord who is entered into the system must be entered on the landlord log, which is reviewed by the Branch Office Supervisor for legitimacy. The Branch Office Supervisor then signs off on the log and forwards it to the Section 8 coordinator in Boise on a monthly basis. The Section 8 Coordinator will run a query in the system to show all new landlord entries, which will be compared to the landlord log provided by the Branch Office Supervisors. Any discrepancies will be investigated until the issue is resolved.

## NOTES