

# **SECTION 8 ADMINISTRATIVE PLAN**

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## **INTRODUCTION**

### **IDAHO HOUSING AND FINANCE ASSOCIATION AS ADMINISTRATOR**

The Idaho Housing and Finance Association (IHFA) was created by the Idaho State Legislature in 1972 for the purpose of providing "...an adequate supply of safe and sanitary dwellings at prices or rents which persons and households of low income can afford..." Title 67, Chapter 62 of the Idaho Code, as amended (the "Act") 1.2.

HUD (United States Department of Housing and Urban Development) rental assistance programs exist to provide rent subsidies to eligible households so they can better afford rent for decent, safe and sanitary housing. IHFA administers the Section-8 Housing Choice Voucher (HCV) Program in 34 of 44 counties in the State of Idaho.

IHFA administers the rental assistance programs according to the terms set forth in the Annual Contributions Contracts ("ACC") with HUD, and with current applicable HUD regulations. IHFA Rental Assistance Programs staff receives ongoing training and are deemed to be proficient in each of the necessary program areas related to their specific job functions and duties.

IHFA recognized that the lack of active public housing authorities throughout Idaho limited the opportunity for HUD's rental assistance programs to meet the needs of low and very-low income households in the state. The use of branch offices (Addendum I) is designed to offer very-low income households and individuals a broad geographical area in which to seek suitable housing; however, only certain counties within the state are designated as regions of activity by IHFA (Addendum I).

### **CONDUCTING BUSINESS IN ACCORDANCE WITH CORE VALUES AND ETHICAL STANDARDS**

IHFA conducts business in accordance with core values and ethical standards and requires compliance with the conflict-of-interest provisions cited in 24 CFR 982.161. IHFA is committed to the highest standards of business ethics and integrity as well as strict observance of, and compliance with, the laws and regulations governing its business operations. IHFA has adopted a Code of Conduct to clearly define its values and behavioral expectations for every employee of the Association. Violations of the IHFA Code of Conduct may result in disciplinary action up to and including termination of employment.

IHFA prohibits the solicitation or acceptance of gifts or gratuities in excess of a nominal value by an officer or employee of the Association or any contractor, subcontractor, or agent of the Association.

The full IHFA policies on gratuities and Code of Conduct can be found on pages I.F.5 and I.L.1 of the IHFA Personnel Policy Manual.

## **PROGRAM STAFFING**

IHFA uses a professional staff of full and part-time employees to oversee rental assistance programs. These staff members are located in the main office in Boise, and in branch offices located in Coeur d'Alene, Lewiston, Twin Falls, and Idaho Falls.

A description of staff positions, which support the rental assistance programs of IHFA, follows:

**Executive Director/President** is responsible for the overall administration of IHFA.

**Chief Financial Officer and Senior Vice President** is responsible for receipt and disbursement of rental assistance funds. Additionally, the Chief Financial Officer is responsible for the review and preparation of accounting records, financial statements, and compliance with the U. S. Department of Housing and Urban Development ("HUD") accounting requirements, and will at least annually conduct, or cause to be conducted, an audit of the programs.

**Senior Vice President** is responsible for policy implementation, procedural integrity and general oversight of all HUD Section 8 voucher programs, Public Housing programs and CPD grant programs including HOME, ESG, Shelter Plus Care, Supportive Housing, HOPWA and any additional non-federally funded housing development, rehab or down payment assistance grants administered by IHFA. Oversight responsibilities include ensuring timely completion of all periodic performance and financial reports required by HUD, including the state of Idaho's Five Year Plan for Housing and Community Development.

**Senior Manager, Rental Assistance Programs** is responsible for continually monitoring the operations of the branch offices and Boise Rental Assistance staff for consistency of operations and for compliance with rules, regulations, policies and procedures of IHFA and HUD. The Senior Manager, Rental Assistance Programs is also responsible for the coordination of branch activities, including Public Housing, Family Self Sufficiency, and special programs as well as the provision of technical assistance training to Rental Assistance Programs staff. Addresses complaints and/or grievances brought by staff, program participants, landlords and property managers whether informational in nature or related to administrative fraud control policies of HUD and IHFA. Maintains well written procedures, which effectively implement federal program regulations and association policies.

**Program Development Specialist/Section 8/ Hearing Officer** is responsible for assisting with the operations of the Branch Offices for consistency of operations, training, and for compliance with rules, regulations, policies and procedures of IHFA and HUD. Serves as Hearing Officer for Informal Hearings as set forth in the Code of Federal Regulations. Coordinates and oversees administration of targeted programs.. Responsible for the coordination, research and development of special projects related to Branch Operations and the Section 8 Programs, computer system improvements and modification and maintenance.

**Program Development Specialist/Section 8** is responsible for assisting with the operations of the Branch Offices for consistency of operations, training, and for compliance with rules, regulations, policies and procedures of IHFA and HUD. Conducts Internal Audit of Branch offices to ensure compliance with HUD regulations, administrative policies and procedures. Coordinates and oversees administration Section-8 Management Assessment Plan. Responsible for the coordination, research and development of special projects related to Branch Operations and the Section 8 Programs, computer system improvements and modification and maintenance.

**Program Development Specialist/LRPH Coordinator** is responsible for assisting with the operations of the Branch Offices for consistency of Public Housing Operations. This includes assisting in the development of program proposals, overseeing bid process specifications and construction contracts, monitoring and reporting on related project progress and completing the necessary process steps related to HUD reporting and application requirements.

**FSS Coordinator/Housing Counselor** is responsible for coordinating Family Self Sufficiency activities in the Branch offices and ensuring consistency in the delivery of the FSS program. Monitors and maintains files related to FSS administration, prepares FSS HUD reports, assists in application for additional Federal Section 8 assistance related to the FSS program. Coordinate the administration of the HUD Housing Counseling program in the Branch offices and provide Housing Counseling services to clients as necessary.

**Senior Branch Office Supervisor** is responsible for the day-to-day administration of rental assistance programs and the effective operation of a branch office or region. They are IHFA's direct contact with program participants, owners, property managers, social service agencies, and the general public. Responsibilities include supervision of outreach, qualifying program participants, office management, recertification, terminations, audits and the overall coordination of rental assistance programs in a region through a branch office. In addition to these responsibilities, the Senior Branch Office Supervisor will work with the Boise staff in the development of policies, procedures, and forms, and assist as well as provide gap coverage and training for Supervisors in other Branch locations when the need arises.

**Branch Office Supervisors** are responsible for the day-to-day administration of rental assistance programs and the effective operation of a branch office. They are IHFA's direct contact with program participants, owners, property managers, social service agencies, and the general public. Responsibilities include supervision of outreach, qualifying program participants, office management, recertification, terminations, audits and the overall coordination of rental assistance programs in a region through a branch office.

**Housing Inspectors** are responsible for performing inspections of dwelling units participating in the Section 8 Program to ensure the housing is decent, safe, and sanitary, according to HUD's Housing Quality Standards (HQS). The Housing Inspectors also perform rent surveys and complete rent reasonableness test to ensure proper rents and maintain an up-to-date Rent Comparability Library.

**Housing Specialist III** is responsible for supporting the administrative functions of a branch office. Assists supervisor with Quality Control and executes routine documents as directed.

Schedules and conducts annual and special re-examinations of household's income/composition, conducts in-home visits, if necessary and follow-up on audit team files and inspections. Housing Specialist III's maintain current knowledge of all Section 8, and Low Rent Public Housing (LRPH) programs, as applicable, regulations policies and procedures and serves as a resource to junior staff.

**Housing Specialist II's** supports the administrative functions of a branch office. Determines participant's eligibility, interviews clients, obtains income verifications, performs rent calculations and conducts regular, interim and special re-examinations of participants. Responsible for processing landlord, participant, and special transactions for check issuance. Recommends prepares and presents documentation for Informal Hearings. Housing Specialist II maintains a working knowledge of the Section-8 regulations, Administrative Plan Policies and Procedures.

**Housing Specialist I** is responsible for branch office administrative support of rental assistance programs. May perform duties including reviewing applicant and participant eligibility, verifying income and allowances, performing rent calculations and conducting regular and interim re-examinations. May be responsible for intake, initial eligibility, and performing briefings. May be responsible for processing landlord, participant, and special transactions for check issuance., assists with the update of the rent reasonableness library, maintaining the waiting lists, and processing inspections and special claims for payment.

**FSS Specialist-Housing Counselor** is responsible for providing on-going assistance to low income clients participating in the Section 8 FSS program with an eventual goal of self sufficiency. Responsible for screening potential applicants for eligibility, managing a caseload by providing training and guidance, coordinating applicable social service providers to provide necessary support and providing information meetings to the public. Responsible for providing Housing Counseling including intake interviews, client assessment, and caseload management.

**Receptionist Clerk/Housing Specialists** are responsible for typing, correspondence, office supplies and appointment scheduling. This position also handles incoming calls and walk in traffic, processes incoming mail and inputs system information, assists in the completion of formal applications and redeterminations, maintains all files in pre-determined order, assists Specialist when necessary, processes all pre-applications including all system entry, correspondence and filing and maintains the Section 8 Waiting list on a continual basis.

