CHAPTER 9   Knowledge Checks

CHAPTER 1: HUD'S REGULATORY ENVIRONMENT AND POLICY DEVELOPMENT

KNOWLEDGE CHECK 1: TERMINOLOGY

I. **Match the following terms with their definitions**:

a. Type of assistance where families live in a building with subsidy attached to it

b. The written contract between HUD and the PHA under which HUD agrees to provide funding for the program, and the PHA agrees to comply with HUD requirements

c. Narrower definition of a person with disabilities used for purposes of receiving preferences and deductions

d. Type of assistance where families may choose their units

e. A HUD-required written plan that establishes local PHA policies for administering the HCV program

f. Broader definition of disability for purposes of granting a reasonable accommodation request

1. Annual contributions contract (ACC)
2. Administrative plan
3. HUD definition of disability
4. ADA/504/FHA definition of disability
5. Tenant-based assistance
6. Project-based assistance

II. Match the following program responsibilities with the entity or party responsible:

a. Provide income and family information to PHA; pay tenant portion of rent and utilities to owner; adhere to lease requirements and family obligations

b. Passes authorizing legislation and appropriations bills _____

c. Administers funding according to the ACC; establishes local policies; subsidizes decent, affordable housing _____

d. Selects and screens tenants, receives HAP payments, enforces lease _____

e. Passes legislation allowing creation of PHAs _____

f. Department of HUD that administers and manages the HCV program _____

g. Allocates funds, develops regulations, contracts with PHAs, monitors PHA performance _____

   1. Congress
   2. Department of Housing and Urban Development (HUD)
   3. Office of Public and Indian Housing (PIH)
   4. State government
   5. PHA
   6. Owner
   7. Participants

3. HUD regulations cover all aspects of the Housing Choice Voucher program.

a. True

b. False

4. The HUD regulations for Social Security number requirements for the HCV program are found in 24CFR:

    a. Part 5

    b. Part 8

    c. Part 982

    d. Part 985

5. The SEMAP regulations are found in 24CFR:

    a. Part 5

    b. Part 8

    c. Part 982

    d. Part 985

Knowledge Check 2: Admin Plan

1. Which of the following statements below is true regarding "safe harbor" in developing policy?

   a. HUD regulations require that PHAs follow HUD's safe harbor requirements.

   b. HUD guidance is considered "safe harbor"

   c. PHAs must follow HUD's "safe harbor" guidance

   d. PHAs do not need to consider state or local law if a policy follows HUD "safe harbor" guidance

2. All of the following are required by HUD to be addressed in the Admin Plan except:

   a. Voucher term and extensions

   b. Family absence from the unit

   c. Reasonable rent methodology

   d. Notice of mutual termination of lease

3. When a HUD regulation states, "The PHA may not… do something" it means:

   a. The PHA will do that function one way at sometimes and may do it a different way at other times

   b. The PHA is prohibited from doing that

   c. The PHA will make a policy decision on whether to do this

   d. This is a discretionary policy

4. Which of the following is not a mandatory reference?

   a. Handbook

   b. Statute or law

   c. HCV Guidebook

   d. Opinion by the HUD Office of General Counsel

   e. Current PIH notice

5. The list of contents in the administrative plan under 24 CFR 982.54 is discretionary.

   a. True

   b. False

6. You are a new HCV manager and have been asked to totally overhaul your HCV administrative plan. The principles and steps for good policy development include all of the following except:

a. Policy language should sound sophisticated, using erudite words and long sentences

b. There should be collaborative thinking and discussion

c. You should bring the relevant subject matter experts into the thinking process

d. You will develop a checklist to keep track of all the requirements

e. When you've arrived at the final draft stages, you'll find an editor to check for grammar and spelling—you've looked at the document too many times to find those "little" mistakes

7. The HCV administrative plan

a. Must be approved by HUD

b. Must be available for public review

c. Is a confidential document, available only to PHA staff and managers

d. Describes only statutory requirements

e. A and B above

8. The administrative plan must be approved by:

a. HUD

b. The mayor

c. The board

d. Your staff

e. OIG

9. Discretionary policies give PHAs the opportunity to:

   a. Design your program to meet the unique needs of your community

   b. Address the "PHA may…" regulations within regulatory and statutory limits

   c. Address relevant issues where HUD regulations are silent

   d. All of the above

10. State law has no impact on the PHA's Housing Choice Voucher policies.

    a. True

    b. False

11. The administrative plan is a supporting document to the:

    a. PHA's strategic plan

    b. Admission and occupancy plan

    c. Agency plan

    d. PHA's mission

CHAPTER 2: PROGRAM KNOWLEDGE AREAS

KNOWLEDGE CHECK 1: WAITING LIST, SELECTION AND ELIGIBILITY

1. When the PHA opens the HCV waiting list: (982.206)

    a. The PHA must obtain approval from the HUD field office

    b. Public notice is a policy decision

    c. Public notice is a requirement

    d. The PHA may not close the waiting list

2. All of the items must be on the waiting list EXCEPT: (982.204)

    a. Applicant name

    b. Number of people in the family

    c. Family unit size (voucher size)

    d. Date and time of application, qualification for any local preference

    e. Racial or ethnic designation for head of household

3. A residency preference may require the applicant to live in the residency preference jurisdiction for a specific period of time. (982.207)

    a. True

    b. False

4. If the PHA establishes a working preference for the Housing Choice Voucher waiting list: (982.207)

    a. The PHA must require all adult family members to be working at least 32 hours per week

    b. The PHA must give this preference to families where head of household and spouse/cohead are at least 62 years of age or a person with disabilities

    c. The PHA can establish a minimum wage that head of household or spouse/cohead must meet in order to be considered working

    d. The PHA could establish all of the above criteria in order for families to meet the definition of working

5. Which family member(s) must be working to qualify for the working preference? (982.207)

   a. All family members

   b. All adult children

   c. Head, spouse or cohead

   d. All adult family members

6. The head is 35, the spouse is 32, and the disabled son is 10. If the PHA has a preference for persons with disabilities, this family qualifies. (982.207)

   a. True

   b. False

7. Preferences must be verified: (982.201)

   a. At initial application

   b. At annual reexamination

   c. To be placed on the waiting list

   d. Before final eligibility is determined

   e. It is not required that preferences be verified

8. If a PHA has multiple open waiting lists, the PHA: (982.205)

   a. Must limit an applicant family to one waiting list only

   b. Must offer to place an applicant family on every waiting list that is open

   c. May limit an applicant family to one waiting list only

   d. May remove an applicant family's name from one waiting list if the family has accepted housing in another program

   e. May refuse to place an applicant family on more than one waiting list

9. Not less than 50 percent of the families admitted to a PHA's HCV program during the PHA fiscal year from the PHA waiting list must be extremely low-income families. (982.201)

   a. True

   b. False

10. All of the following preferences are prohibited (not allowed), EXCEPT:

    a. Preference based on race or color

    b. Preference based on family's willingness to participate in the Family Self-Sufficiency (FSS) program

    c. Preference for families with a disabled family member

    d. Preference for persons with a specific disability

11. Applicants must disclose and document Social Security numbers for: (5.216 and Notice PIH 2018-24)

    a. All family members age six or over

    b. All household members except noncontending family members

    c. All household members except noncontending or elderly persons

12. Which of the following qualify as a "disabled family"? (5.403)

    a. 51-year-old head with disabled daughter

    b. Retired couple under 62 years of age with no children

    c. 28-year-old head who is receiving SSI

    d. None of the above

13. A mixed family, for purposes of the noncitizens rule, includes: (5.504 & 5.506)

    a. Family members of different races

    b. Family members of different nationalities

    c. Some citizens and some eligible noncitizens

    d. Some eligible members and some ineligible members

14. The income limit set at 50 percent of the median income for the area, as determined by HUD, is called the: (982.201)

    a. Low-income limit

    b. Very low-income limit

    c. Extremely low-income limit

15. Which of the following family types would have their subsidy prorated? (5.504/5.506)

    a. All members are citizens or eligible immigrants

    b. Some members are citizens or eligible immigrants, and some are ineligible immigrants

    c. All members are ineligible immigrants

    d. All members are noncontending family members

KNOWLEDGE CHECK 2: LEASING AND MOVES

1. The maximum period for which a PHA may initially issue a voucher is 60 days. (982.302/303)

   a. True

   b. False

2. At the time of initial voucher issuance, verification must be no older than: (982.201)

   a. 120 days

   b. 90 days

   c. 60 days

   d. None of the above

3. Suspension of the voucher term: (982.303)

   a. Is required for persons with disabilities

   b. Is required by HUD

   c. Is an optional policy for the PHA

   d. Stops the clock on the voucher term from the date the family submits an RFTA until the date the PHA notifies the family in writing whether the request has been approved or denied

   e. Both b and d

4. A briefing packet must be issued: (982.301)

   a. When a family moves from one unit to another

   b. When a family wants to exercise portability

   c. After a family has been determined eligible and prior to or upon the initial issuance of a voucher for admission to the program

   d. When the family reaches the top of the waiting list

   e. Both a and c

5. The lease-up process is triggered by: (982.302)

   a. The voucher issuance

   b. The receipt of the request for tenancy approval

   c. The receipt of the executed lease

   d. The receipt of the executed lease and contract

6. Any HAP contract executed more than 60 calendar days from the beginning of the lease term is void, and the PHA may not pay any HAP to the owner. (982.305)

   a. True

   b. False

7. According to the HAP contract, if the brother of a member of Congress was the owner of the unit a voucher holder wanted to lease, it would be a conflict of interest. (Form 52641)

   a. True

   b. False

8. What documents must be compared to ensure that there is consistent data for the utility allowance calculation?

   a. Owner's lease, HAP contract, RFTA, inspection report,

   b. Voucher, owner's lease, RFTA, inspection report

   c. RFTA, owner's lease, tenancy addendum, inspection report

9. The rent reasonableness methodology must be consistent with: (985.54)

   a. Local practice

   b. The real estate market

   c. The annual adjustment factors

   d. The administrative plan

10. The family unit size listed on the voucher is determined by:

   a. The PHA's subsidy standards

   b. HUD's occupancy standards

   c. The family's request

   d. All of the above

11. The tenant may terminate the lease without notice, and the PHA must reissue the voucher to allow the family to move. (982.314)

    a. True

    b. False

12. If the family moves from the unit without notice to the PHA or owner, the owner is only entitled to the HAP through the date that the family moved.

    a. True

    b. False

KNOWLEDGE CHECK 3: ANNUAL AND INTERIM ACTIVITIES

1. When a unit fails HQS because of a family-caused HQS violation: (982.404)

   a. The family is given the same deadlines to correct the defect as the owner

   b. The PHA must abate HAP to the owner if the defect is not corrected in time

   c. The owner is responsible for correcting the defect

   d. For non-life-threatening defects, the family is always given 90 days to correct the breach

2. If the owner wishes to raise the rent after the initial term of the lease: (HAP contract)

   a. They must give the PHA 60 days notice prior to the date of the rent increase

   b. They must do so in accordance with the terms of the lease

   c. They may only do so at the time of the family's annual recertification

   d. They may only do so on the anniversary date of the HAP contract

   e. Both a and b

3. Rent to owner may not be increased during the initial term of the lease. (HAP contract)

   a. True

   b. False

4. HUD requires the PHA to perform an annual recertification each time a family moves to a new unit. (982.516)

   a. True

   b. False

5. Rent to owner can only be increased after the initial term of the lease. (HAP contract)

   a. True

   b. False

6. A new lease may not begin during the month the family moves from their old unit, as the overlap is considered duplicative subsidy. (982.311)

    a. True

    b. False

7. When an assisted family splits up, the voucher goes to: (982.315)

    a. Whoever notifies the agency about the break up

    b. Whoever is left in the assisted unit

    c. Whoever originally signed up for the assistance

    d. It's up to the PHA, depending on the policy stated in their administrative plan

KNOWLEDGE CHECK 4: TERMINATIONS

1. The PHA must terminate assistance to a participant family who is evicted from their unit for any reason. (982.552)

    a. True

    b. False

2. For which of the following violations is termination of assistance required by HUD? (982.552)

    a. A family member assaults PHA personnel

    b. The family is evicted from the unit for a serious violation of the lease

    c. The family commits fraud or another criminal act in connection with the program

    d. All of the above

3. In order to terminate the assistance of a participant family for the criminal activity of one of its members, the PHA must wait until the family member is either arrested or convicted. (982.553)

    a. True

    b. False

4. Shirley Mason is a participant in the HCV program. At her annual recertification, Shirley tells her case worker that she refuses to sign the HUD 9886 form because she doesn't want the PHA pulling EIV reports for her. The PHA must terminate her assistance. (982.552)

    a. True

    b. False

5. The HAP contract automatically terminates _____ calendar days after the last housing assistance payment to the owner. (982.445/HAP contract)

    a. 180

    b. 60

    c. PHA policy

6. At the discretion of the PHA, the PHA may terminate assistance for all the following reasons, EXCEPT: (982.552)

   a. A household member engaged in criminal activity

   b. An individual can no longer live independently

   c. A family member violates their family obligations

   d. A family member threatened a PHA employee

7. When the PHA is no longer paying HAP because of an increase in participant income, the HAP contract must immediately be terminated. (982.445)

   a. True

   b. False

KNOWLEDGE CHECK 5: PORTABILITY

1. For portability purposes, a non-resident applicant family is one in which: (982.353)

    a. Neither the household head nor the spouse had a legal residence in the jurisdiction of the initial PHA at the time the family first applied

    b. Neither the household head nor the spouse had a legal residence in the jurisdiction of the initial PHA at the time the family's name came to the top of the wait list

    c. The head or spouse lived in another state when the family first applied

    d. None of the above

2. During the 12-month period from the time of admission to the program, a nonresident family: (982.353)

    a. May lease a unit anywhere in the jurisdiction of the initial PHA

    b. Does not have a right to portability

    c. May be allowed to exercise portability if the initial PHA allows portability during this period

    d. All of the above

3. Which of the following is the IHA not required to provide the RHA for a participant exercising portability? (982.355/Notice PIH 2016-09)

    a. Documentation of citizenship status

    b. A copy of the voucher

    c. Current verifications supporting the 50058

    d. Form 52665 with Part 1 completed

4. The RHA may delay issuing a voucher to an applicant family porting into the RHA's jurisdiction for which of the following reasons? (982.355/Notice PIH 2016-09)

   a. The family requires a handicap-accessible unit and there are none available

   b. One of the family members has left the home during the move process

   c. In order to determine that the family is income eligible

   d. In order to require the family to attend a portability briefing

5. For which of the following reasons may an IHA deny a move under portability? (982.354/Notice PIH 2016-09)

   a. The RHA will be administering the family's voucher

   b. PHA policy does not allow families to move at any time other than their annual reexamination, and the family's annual is still six months away

   c. PHA policy limits moves to once per year, and the family has already moved during the past twelve months

   d. The IHA may deny a move under portability for all of the above reasons

6. Only the receiving PHA has the right to terminate the family's assistance if the PHA is administering the voucher. (982.355)

   a. True

   b. False

7. If the receiving PHA does not bill the initial PHA within the HUD-required timeframes, HUD may require the receiving PHA to absorb portable families. (982.355)

   a. True

   b. False

8. The voucher the receiving PHA issues cannot expire before 30 calendar days from the expiration date of the initial PHA's voucher. (982.355)

   a. True

   b. False

9. The initial PHA decides whether to extend the RHA's voucher under portability. (982.355)

    a. True

    b. False

10. The initial billing from the RHA is due to the IHA: (Notice PIH 2016-09)

    a. 10 days from the effective date of the HAP contract

    b. 10 days from the execution of the HAP contract

    c. 90 days from the expiration of the IHA's voucher

    d. 90 days from the expiration of the RHA's voucher

    e. Both b and c

    f. Both a and d

11. Initial payment must be made within ____ days of receipt of the HUD portability billing form. (Notice PIH 2016-09)

    a. 10

    b. 30

    c. 60

    d. 90

CHAPTER 3: HUD SYSTEMS

KNOWLEDGE CHECK 1: PIC

1. PIC is accessible by families who are in the database.

    a. True

    b. False

2. PIC allows RHAs to verify that a portable family is currently assisted at another PHA.

    a. True

    b. False

3. The report that is intended to be a snapshot of the status and condition of the PHA in communicating with the board or public is called the executive summary.

    a. True

    b. False

4. When a family exercises portability with its first admission into the voucher program, the receiving PHA must classify this as a:

    a. Code 1. New Admission

    b. Code 4. Portability Move-in

    c. Code 5. Portability Move-out

    d. Code 6. End of Participation

    e. Code 7. Other Change of Unit

5. Which system validates Social Security numbers received against the Social Security Administration's data base?

    a. EIV

    b. Two-Year Tool

    c. VMS

    d. Both a and b only

    e. a, b and c

6. When a family is active in PIC but should not be, what would be the most common cause?

    a. Social Security number error

    b. End of participation was rejected

    c. Family receiving multiple subsidies

    d. Change in head of household

7. The SEMAP indicators which are measured through PIC data include:

    a. Adjusted income

    b. Continuing HQS inspections

    c. Voucher utilization

    d. HQS quality control

    e. Rent reasonableness

8. Housing authorities are scored by comparing what is in their systems with what is in PIC every month. Housing authorities who consistently score below this percentage may have sanctions imposed on them:

    a. 90%

    b. 95%

    c. 97%

    d. 98%

    e. 100%

9. PIC stores records by:

    a. Head of household name

    b. Head of household SSN

    c. Head of household date of birth

    d. Head of household address

    e. All of the above

10. If a recertification has to be in PIC but there is a later transaction in PIC for the family, what must be done for the earlier date to be accepted?

    a. No problem—both records will be accepted

    b. Neither record will be accepted

    c. The later date transaction must be voided

    d. Both transactions must be voided

11. Information gets into PIC through:

    a. VMS

    b. HUD 50058

    c. HUD 9886

    d. HUD Two-year tool

12. To successfully submit any transactions to PIC for existing families, what transactions must already have been submitted?

    a. Portability move-out

    b. Portability move-in

    c. New admission

    d. All of the above

    e. Either b or c

13. If a Code 6, End of Participation, has been submitted, no further transactions will be accepted, and the family will not be verified in EIV if:

    a. The family tries to port out

    b. The family tries to port in

    c. There is no New Admission

    d. The EOP is not voided

KNOWLEDGE CHECK 2: EIV

1. EIV compares data to all listed below EXCEPT:

   a. Social Security Administration

   b. Real Estate Assessment Center

   c. Internal Revenue Service

   d. National Database of New Hires

2. EIV verifies all of the following EXCEPT:

   a. Asset sources and amounts

   b. Name and date of birth of each household member

   c. Multiple subsidies

   d. Certain income sources and amounts

3. The report(s) that are required to be completed before HAP issuance are:

   a. Multiple subsidy report

   b. Income discrepancy report

   c. Zero income report

   d. Deceased tenants report

   e. Both a and d

4. An EIV report for a new admission is only required to be run at their next annual reexamination.

   a. True

   b. False

5. Which system verifies household information?

   a. PIC

   b. VMS

   c. TYT

   d. SEMAP

6. The Department of Health and Human Services with New Hires Database produces this kind of information:

    a. SS/SSI benefits

    b. Deaths

    c. Wage and employment

    d. Real estate

    e. Medicare

7. Which agency is likely to fail a record for a deceased tenant?

    a. Department of Health and Human Services

    b. Social Security Administration

    c. Real Estate Assessment Center

    d. New Hires Database

8. The actions that should be taken on a deceased tenant report before updating the PHA's software system of record include:

    a. Run the report monthly

    b. Enter results into PHA's tracking system

    c. Follow PHA policy for the effective date of action

    d. Contact the remaining family members or the emergency contact

    e. All of the above

9. If the head of household is deceased and the only remaining members are minors but have a guardian who will assume the voucher, what action should the PHA take?

    a. Follow PHA policy for termination

    b. Guardians cannot assume the voucher because they were never on the lease

    c. Follow PHA policy for reporting new head of household's social security number

    d. Ensure the former head of household's Social Security number is on form HUD-50058 on the proper line

    e. Both c and d above

10. HUD requires an EIV report be run within _____ days after PIC submission of an initial lease-up.

a. 30

b. 60

c. 90

d. 120

CHAPTER 4: YOUR MONEY AT WORK

KNOWLEDGE CHECK 1: FUNDING AND FINANCIAL

1. The primary contractual agreement between the PHA and HUD is the:

   a. Annual consolidated contract

   b. PHA plan

   c. HCV administrative plan

   d. Annual contributions contract

   e. Strategic plan contract

2. The total allocation of units from HUD is referred to as:

   a. Baseline units

   b. Certified units

   c. Leased units

   d. Issued units

3. HUD may, at its discretion, provide additional funding to the PHA if it over leases units.

   a. True

   b. False

4. If a PHA's actual per unit cost (PUC) is higher than the funded PUC:

   a. HUD will provide additional funding to cover the cost

   b. HUD will not provide additional funding to cover the cost

   c. HUD will reduce administrative fees by 10 percent

   d. Both b and c

5. If a PHA leased 400 units for each month in the calendar year, that would be _____ actual unit months leased:

   a. 400

   b. 480

   c. 4000

   d. 4800

6. To determine the actual per unit cost for six months:

   a. Divide the total HAP for one month by six

   b. Divide the total HAP paid for six months by the unit months leased for six months

   c. Divide the total HAP paid for six months by the current number of units under lease

   d. Multiply the total number of units leased by the average HAP

7. Funding is based on:

   a. The same amount each year

   b. Previous year's expenditures

   c. Current year's expenditures

   d. None of the above

8. The PHA earns administrative fees by the number of units leased on the first day of the:

   a. Year

   b. Quarter

   c. Month

   d. Week

9. If actual per unit cost exceeds the funded per unit cost:

   a. The PHA must apply to HUD for additional funds

   b. The PHA cannot fully lease up to its voucher allocation

   c. The baseline units must be adjusted by HUD

   d. All of the above

10. The HUD per unit cost is calculated by dividing the annual budget authority by:

    a. The annual actual units leased

    b. 12

    c. The annual baseline unit months approved by HUD

    d. The actual expenditures per year

11. Administrative fee reserves generally should be used for:

    a. One-time events

    b. Long-term expenses

    c. Whatever the board approves

12. A PHA may lease in excess of its authorized units in a given month or months but must be within total authorized unit months by calendar year end.

    a. True

    b. False

13. Common actions taken by PHAs to lower PUC include:

    a. Implementing stricter subsidy standards

    b. Limiting moves

    c. Conducting interims for income increases

    d. Establishing a minimum rent of $50

    e. a, c and d

KNOWLEDGE CHECK 2: VOUCHER MANAGEMENT SYSTEMS (VMS)

1. Who is eligible to submit to the Voucher Management System?

    a. Executive director

    b. Board of commissioners

    c. Finance manager

    d. All of the above

    e. Only someone with a WASS ID

2. Expenses are reported in VMS on a(n) _____ basis:

    a. Actual

    b. Accrual

    c. Calendar year

    d. Semi annual

3. PHAs must report required data to the Voucher Management System (VMS) on a(n) _____ basis:

    a. Annual

    b. Monthly

    c. Biannual

    d. Quarterly

4. The HUD entity that is responsible for maintaining funding controls, approving funding requisitions, and validating VMS data is:

    a. HUD regional offices

    b. HUD field offices

    c. HUD Real Estate Assessment Center (REAC)

    d. HUD Financial Management Center (FMC)

5. Leased units must be broken out by their specific funding source.

    a. True

    b. False

6. To make VMS corrections, the PHA needs to resubmit the HUD-50058.

    a. True

    b. False

7. The PHA can always rely on the VMS data because:

    a. It is current

    b. It will always include all the months in the year

    c. It cannot be overridden by the PHA

    d. None of the above

CHAPTER 5: PROGRAM UTILIZATION

KNOWLEDGE CHECK 1: HUD TWO-YEAR TOOL (TYT) OVERVIEW

1. The TYT projects HCV leasing, funding, and spending over:

    a. The current year

    b. Two years

    c. Three years

    d. Four years

2. The TYT can populate actual data from these sources:

    a. Annual budget authority

    b. Leasing information from VMS

    c. Reserves

    d. All of the above

    e. None of the above

3. The TYT can also compute all of the following except:

    a. Success rates

    b. Turnover rates

    c. Earned administrative fees

    d. Administrative fee reserves

4. One of the most useful features of the TYT is:

    a. Track portability in and out actions

    b. Determine the number of families to select from the waiting list to reach desired lease-up

    c. Determine the number of families to be annually reexamined in a month

    d. Determine the number of informal reviews requested

KNOWLEDGE CHECK 2: USING THE TYT FOR PROGRAM UTILIZATION

1. The Success Rate in the Two-Year Tool is:

    a. The percent of eligible families receiving a voucher

    b. The percent of participants leaving the program

    c. The average number of months for which vouchers are issued

    d. The percent of families issued vouchers that successfully lease up

2. To develop a leasing plan, you need all of the following information except:

    a. Administrative fee reserves

    b. Annual budget authority

    c. Baseline units

    d. Desired HAP Reserves

3. The TYT calculates success rates.

    a. True

    b. False

4. The annual turnover rate:

    a. Is based on PHA actual data from EIV

    b. Is based on PHA actual data from PIC

    c. Is based on current data

    d. Cannot be computed in the TYT

5. The figures that need to be updated monthly include:

    a. Actual unit months leased

    b. Leasing intervals

    c. Monthly budget authority

    d. Monthly administrative fee

    e. Both a and b

6. When you enter data into the TYT, it will save to HUD's website.

    a. True

    b. False

7. In estimating the number of applicant families to pull from the waiting list, all of the following should be considered except:

   a. Pull smaller families first, in order to lease up more vouchers

   b. Review lease up success rates

   c. Review current housing trends

   d. Know your baseline ACC vouchers

   e. Know your available budget authority

8. You are the HCV waiting list supervisor. Your PHA is underleased by 489 vouchers. Which of the following statements is true?

   a. You would pull 489 applicant families from the waiting list

   b. You would pull 4,890 applicant families from the waiting list

   c. You would review your needs analysis data and methodology to determine how many applicant families to select

   d. None of the above

CHAPTER 6: SEMAP (985)

KNOWLEDGE CHECK 1: SEMAP

1. Key performance indicators under SEMAP include all of the following, EXCEPT:

   a. Waiting list

   b. Payment standards

   c. Adjusted income

   d. Fair housing

   e. Continuing HQS inspections

2. All SEMAP indicators require a supervisory audit.

   a. True

   b. False

3. SEMAP ratings make up the PHA profile. The profile includes which of the following?

   a. The percentage score

   b. An overall rating

   c. A point score for each indicator

   d. All of the above

4. If your agency received a SEMAP score of 61 percent, it would be ranked at which performance level?

   a. High performer

   b. Standard performer

   c. Low performer

   d. Troubled performer

5. Which indicator(s) require a supervisory audit?

   a. Indicator 10. Correct Tenant Rent Calculations

   b. FSS

   c. HQS enforcement

   d. Biennial HQS inspections

6. Agency SEMAP certification is due:

    a. Within 30 calendar days of the agency's fiscal year end (FYE)

    b. 30 calendar days before the agency's fiscal year end (FYE)

    c. Within 60 calendar days of the agency's fiscal year end (FYE)

    d. Quarterly

    e. With each PIC submission

7. PHAs can appeal a troubled status.

    a. True

    b. False

8. Sampling for Indicator 5, HQS Quality Control Inspections, should be drawn from:

    a. Recently completed inspections

    b. Cross section of neighborhoods

    c. Cross section of inspectors' work

    d. All of the above

9. A HUD field office may change a PHA's Indicator 10: Correct Tenant Rent Calculations score to zero if the PHA fails Indicator 3: Determination of Adjusted Income.

    a. True

    b. False

10. The PIC SEMAP Indicators Report for Annual Reexaminations shows:

    a. The number of families who have had a change in the effective date of their annual reexaminations

    b. A list of families with rent discrepancies as of their last annual reexamination

    c. The number of families whose last annual reexamination was 14 or more months ago

    d. The list of families with zero income

11. Which of the following SEMAP indicators is not scored through IMS/PIC?

    a. Pre-Contract HQS Inspections

    b. Waiting List Selection

    c. Annual/Biennial HQS Inspections

    d. Correct Tenant Rent Calculations

12. An error in the calculation of the utility allowance would affect which SEMAP indicator?

    a. Correct Tenant Rent Calculations

    b. Utility Allowance Schedule

    c. Determination of Adjusted Income

    d.   Annual Reexaminations

CHAPTER 7: QUALITY CONTROL

KNOWLEDGE CHECK 1

1. The first step in developing a quality control plan is to:

    a. Identify key performance indicators

    b. Develop forms and tools for the quality control staff

    c. Develop a calendar of quality control events

    d. Develop a buddy system for staff quality control

2. Quality control systems should be designed around:

    a. The PHA's goals and desired outcomes

    b. The number of staff

    c. The number of quality control staff

    d. Prior SEMAP scores

3. As it relates to tenant files, the first level of quality control should be done by:

    a. The QC specialist

    b. The supervisor

    c. The housing specialist who completed the work on the file

    d. The executive director

4. Errors are more likely to repeat themselves in the future if:

    a. The QC specialist corrects all errors found

    b. The housing specialist corrects the errors found

    c. The HCV manager corrects all errors

    d. Both a and c

5. File reviews help do all of the following except:

    a. Evaluate the level of customer service provided to families by housing specialists

    b. Evaluate the accuracy and timeliness of the work of housing specialists

    c. Determine if required documents and documentation are present in the file

    d. Evaluate compliance with PHA policies

6. When you are conducting QC file reviews, you should evaluate the file data and perform your own calculations before comparing to the form HUD-50058.

    a. True

    b. False

7. A supervisor or quality control staff person is reviewing a file with the specialist who performed the work. This is an appropriate time to discuss the specialist's overall job performance.

    a. True

    b. False

8. Quality control (QC) results should be tracked at the following levels:

    a. Individual

    b. Supervisor

    c. Department

    d. All of the above

9. Who is responsible for addressing a staff person's performance deficiencies?

    a. QC person who reviews the files

    b. QC

    c. The staff person's supervisor

    d. Any of the above