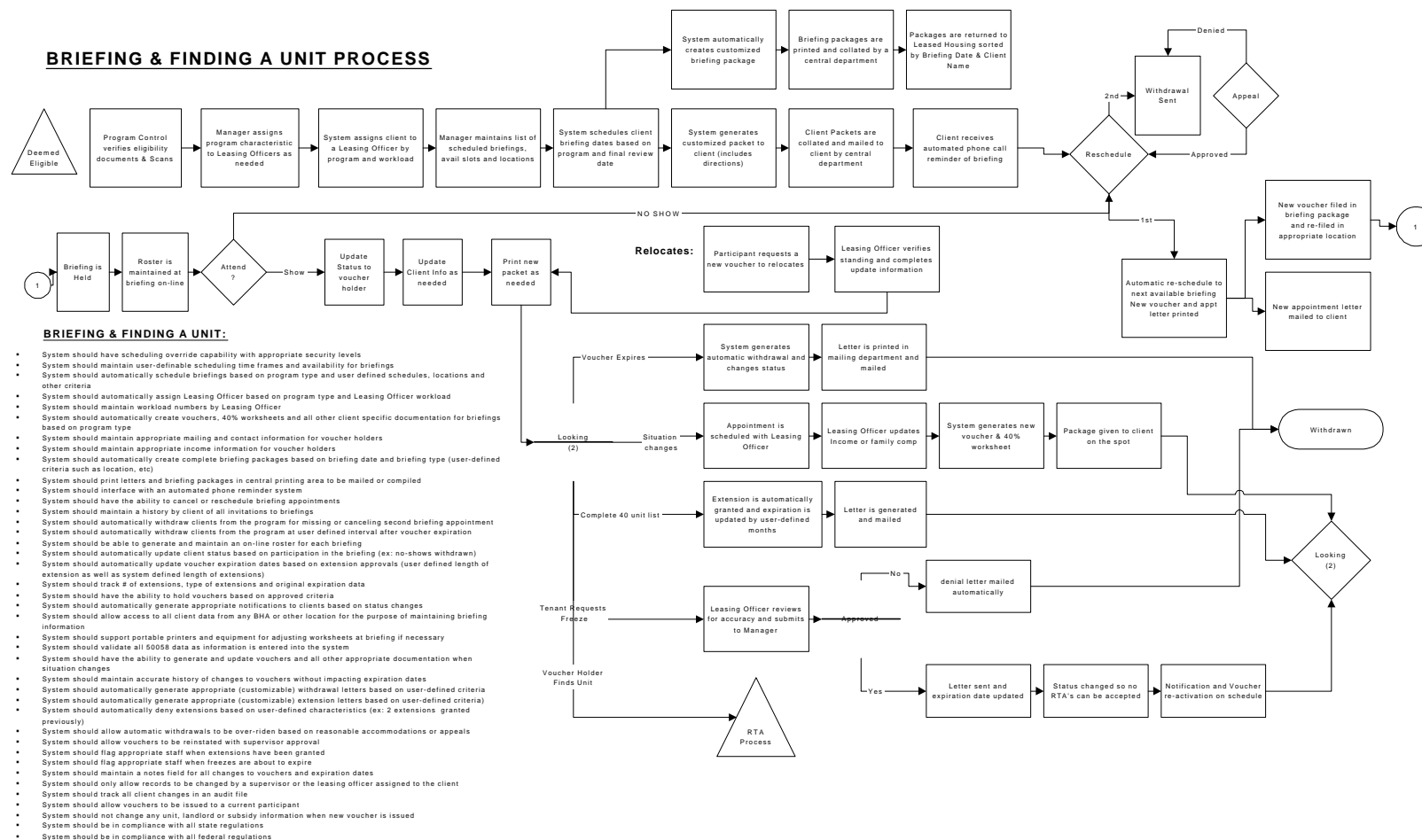


Leased Housing – Briefing and Finding Housing:

Overview

Currently the BHA's Leased Housing Division briefs and issues vouchers to approximately 300 – 400 applicants per month which has resulted in a total of approximately 3,500 active voucher holders searching for housing at any given time. Most of the actions taken during the life of a voucher are manually maintained in the file by the Leasing Officer assistant and/or Supervisor. The physical paper file must be "handed" off at each step. The proposed system would allow much of the information now kept in the paper file to be maintained in the computer system for better tracking and reporting purposes. The system would also generate reminder messages when critical dates are approaching.

Future Workflow Process Maps:



No.	Process	Requirement Description	P*	Comments
1.	Briefing & Finding a Unit:	System should have scheduling override capability with appropriate security levels	2	
2.	Briefing & Finding a Unit:	System should maintain user-definable scheduling time frames and availability for briefings	2	
3.	Briefing & Finding a Unit:	System should automatically schedule briefings based on program type and user defined schedules, locations and other criteria	2	
4.	Briefing & Finding a Unit:	System should automatically assign Leasing Officer based on program type and Leasing Officer workload	3	
5.	Briefing & Finding a Unit:	System should maintain workload numbers by Leasing Officer	1	
6.	Briefing & Finding a Unit:	System should automatically create vouchers, 40% worksheets and all other client specific documentation for briefings based on program type	1	
7.	Briefing & Finding a Unit:	System should maintain appropriate mailing and contact information for voucher holders	1	
8.	Briefing & Finding a Unit:	System should maintain appropriate income information for voucher holders	1	
9.	Briefing & Finding a Unit:	System should automatically create complete briefing packages based on briefing date and briefing type (user-defined criteria such as location, etc)	2	
10.	Briefing & Finding a Unit:	System should print letters and briefing packages in central printing area to be mailed or compiled	2	
11.	Briefing & Finding a Unit:	System should interface with an automated phone reminder system	3	
12.	Briefing & Finding a Unit:	System should have the ability to cancel or reschedule briefing appointments	2	
13.	Briefing & Finding a Unit:	System should maintain a history by client of all invitations to briefings	2	
14.	Briefing & Finding a Unit:	System should automatically withdraw clients from the program for missing or canceling second briefing appointment	2	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
15.	Briefing & Finding a Unit:	System should automatically withdraw clients from the program at user defined interval after voucher expiration	1	
16.	Briefing & Finding a Unit:	System should be able to generate and maintain an on-line roster for each briefing	2	
17.	Briefing & Finding a Unit:	System should automatically update client status based on participation in the briefing (ex: no-shows withdrawn)	2	
18.	Briefing & Finding a Unit:	System should automatically update voucher expiration dates based on extension approvals (user defined length of extension as well as system defined length of extensions)	1	
19.	Briefing & Finding a Unit:	System should track # of extensions, type of extensions and original expiration data	1	
20.	Briefing & Finding a Unit:	System should have the ability to hold vouchers based on approved criteria	1	
21.	Briefing & Finding a Unit:	System should automatically generate appropriate notifications to clients based on status changes	2	
22.	Briefing & Finding a Unit:	System should allow access to all client data from any BHA or other location for the purpose of maintaining briefing information	2	
23.	Briefing & Finding a Unit:	System should support portable printers and equipment for adjusting worksheets at briefing if necessary	3	
24.	Briefing & Finding a Unit:	System should validate all 50058 data as information is entered into the system	1	
25.	Briefing & Finding a Unit:	System should have the ability to generate and update vouchers and all other appropriate documentation when situation changes	1	
26.	Briefing & Finding a Unit:	System should maintain accurate history of changes to vouchers without impacting expiration dates	1	
27.	Briefing & Finding a Unit:	System should automatically generate appropriate (customizable) withdrawal letters based on user-defined criteria	2	
28.	Briefing & Finding a Unit:	System should automatically generate appropriate (customizable) extension letters based on user-defined criteria	2	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
29.	Briefing & Finding a Unit:	System should automatically deny extensions based on user-defined characteristics (ex: 2 extensions granted previously)	2	
30.	Briefing & Finding a Unit:	System should allow automatic withdrawals to be over-riden based on reasonable accommodations or appeals	1	
31.	Briefing & Finding a Unit:	System should allow vouchers to be reinstated with supervisor approval	1	
32.	Briefing & Finding a Unit:	System should flag appropriate staff when extensions have been granted	3	
33.	Briefing & Finding a Unit:	System should flag appropriate staff when freezes are about to expire	3	
34.	Briefing & Finding a Unit:	System should maintain a notes field for all changes to vouchers and expiration dates	1	
35.	Briefing & Finding a Unit:	System should only allow records to be changed by a supervisor or the leasing officer assigned to the client	1	
36.	Briefing & Finding a Unit:	System should track all client changes in an audit file	1	
37.	Briefing & Finding a Unit:	System should allow vouchers to be issued to a current participant	1	
38.	Briefing & Finding a Unit:	System should not change any unit, landlord or subsidy information when new voucher is issued	1	
39.	Briefing & Finding a Unit:	System should be in compliance with all state regulations	1	
40.	Briefing & Finding a Unit:	System should be in compliance with all federal regulations	1	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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