



# Technical Assistance and Consulting Services

**QUADEL CONSULTING CORPORATION** is the national leader in providing outsourced management, consulting and training solutions to the affordable housing industry.

Since 1975, Quadel has enhanced the capacity of thousands of state, local, and federal agencies and for-profit and nonprofit property owners and managers to achieve their affordable housing mission.

Our clients benefit from Quadel's housing program knowledge, operations expertise, technology solutions and commitment to client success.

*Quadel provides  
expertise to  
drive organizational  
transformation and  
excellence.*

Public Housing Agencies across the country are reevaluating their **traditional organizational and financial structures**, and rethinking how they do business. Quadel delivers consulting solutions that assist PHAs in transforming their organizations. We provide specialized expertise to augment your agency's capabilities. Our services include:

## Public Housing Services

- Asset Management Readiness Assessments and Transition Assistance
- Agency Strategic Plans and Portfolio Repositioning Strategies
- Demolition/Disposition/Section 18 Applications and Designated Housing Plans
- Applications for Funding, including Mixed-finance, Tax Credit and HOPE VI
- Physical Needs Assessments
- Procurement and Contracting Advisory Services
- Policy and Procedure Development
- Job Descriptions and Employee Performance Evaluation Systems
- Organization and Staffing Assessments
- Interim and Turnaround Management of Agencies or Programs
- Compliance Strategies and Performance Improvement Plans
- PHAS Assessments
- Maintenance Plans
- Waiting List Management
- PIC submissions

## LIHTC and Mixed Finance Compliance Services

- Perform Initial or Existing Tenant File Audits
- Conduct Recertification Waivers
- Review Certification Procedures and Forms
- Certify applicants
- Develop Compliance Manuals
- Provide Compliance Forms and Software
- Perform Physical Inspection Assessments
- Serve as a Housing Finance Authority's Authorized Delegate



### Housing Choice Voucher Services

- Management and Organization Reviews and Assessments
- SEMAP Assessments
- Administrative Plan Development
- Policy and Procedure Development
- Waiting List Openings and Management
- Rent Reasonableness systems development and training
- Utility Allowance Reviews
- Tenant File Compliance Reviews
- Pre-RIM Reviews
- Performance Analysis (staff, workflow, quality, etc.)
- Workflow Reengineering
- Information Technology and Automated Workflow Solutions

### Section 8 Contract Administration Services

- Contract Renewal Processing
- Rent Adjustment Processing
- Intake of Health & Safety Issues and Resident Concerns
- Special Claims Processing
- HAP Voucher Processing
- Quality Assurance and Quality Control Services

### Consulting for HUD

- Program Design and Evaluation
- Guidebook and Handbook Development
- Independent Assessments of PHAs
- Preparation of Memoranda of Agreement (MOAs)
- Technical Assistance to Troubled PHAs
- Interim Management/Board Advisor
- Research and Evaluation

To learn more about how your organization, staff and clients can benefit from Quadel's consulting services, [click: www.quadel.com](http://www.quadel.com), [write info@quadel.com](mailto:info@quadel.com), or call Roberta Graham, Vice President, at 866.640.1019.

## QUADEL SOLUTIONS & SERVICES

### Outsourced Program Management

- Section 8 Contract Administration
- Housing Choice Vouchers
- PHA Management
- Disaster Recovery Housing Services
- HQS Inspection Services
- Customer Service & Call Centers

### Training & Certification

- HUD Multifamily Housing
- Public Housing
- Housing Choice Vouchers
- LIHTC & Mixed Finance
- Executive Management and Commissioners
- Uniform Physical Conditions Standards