

# Housing Choice Voucher Program Management

## 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 delivers  
*solutions that help you meet your immediate needs and long term strategies.*

Housing Choice Voucher programs are complex, multifaceted operations.

The Changing voucher funding climate compels Public Housing Authorities (PHAs) to be more cost effective, and leverage technology for efficiency and customer service. Even the most successful PHAs encounter challenges in completing multiple voucher program tasks efficiently and timely. Taking on large projects such as waiting list update, or issuing vouchers to families affected by a multi-family opt-out can severely strain capacity.

Quadel delivers customized, effective consulting and program administration solutions and services that help you meet your immediate needs and long term strategies. We offer solutions that include:

### CONSULTING SERVICES

- Management and Organization Reviews and Assessments
- SEMAP Assessments
- Administrative Plan Development
- Policy and Procedure Development
- Waiting List Management
- Rental Housing Market Studies
- Rent Reasonableness Systems Development and Training
- Utility Allowance Reviews
- Tenant File Compliance Reviews
- Pre-RIM Reviews
- Performance Analysis & Workflow Engineering
- PIC Submissions

### OUTSOURCED PROGRAM MANAGEMENT AND ADMINISTRATION

- Full or partial program management services
- Short-term staff augmentation to meet special requirements
- Intake and Lease-up services
- Annual and Interim Recertifications
- Housing Quality Standards Inspections and Compliance
- Unit Rent Increase Processing
- Accessibility and ADA compliance
- Multilingual customer services

## SPECIAL PROGRAMS AND SERVICES

- Family Self-sufficiency Administration
- Homeownership Program Development
- Family Unification Program Administration
- Project Based Voucher Administration
- Community Outreach and Communications Programs
- Mobility and Deconcentration Program Development

## TRAINING AND CERTIFICATIONS

- HCV Occupancy Training and Certification
- Housing Quality Standards (HQS) Training and Certification
- SEMAP Training

## TECHNOLOGY-LEVERAGED EFFICIENCY AND QUALITY

Quadel plans and implements technology and automation solutions to enhance the efficiency and customer service of voucher programs. Our program knowledge ensures that information technology is matched to program processes, compliance and customer satisfaction. We offer technology solutions for:

## CUSTOMER SERVICE

- Customer Call Centers
- Online Customer Service
- Automated Income and Employment Verification
- Automated Rent Reasonableness Determinations

## MANAGEMENT AND WORKFLOW AUTOMATION

- **Performance Tracking:** Quadel's quality management system collects weekly and monthly work activity data by person and by operational unit and creates monthly and cumulative reports for staff and management use

To learn more about how your Housing Choice Voucher program, clients and owners can benefit from Quadel's integrated solutions, please contact **Colin Spady** at (866) 640-1019 or via e-mail at [info@quadel.com](mailto:info@quadel.com).

## QUADEL SOLUTIONS & SERVICES

### Outsourced Program Management

Section 8 Contract Administration  
PHA Management  
Disaster Recovery Housing Services  
HQS Inspection Services  
Customer Service and Call Centers

### Consulting & Technical Assistance

Business Process Reengineering  
Agency & Program Management Assessments  
Public Housing Asset Management  
Quality Assurance Services  
LIHTC Compliance Reviews  
Rent Reasonableness Services  
Affordable Housing Program Operational Assistance

### Training & Certification

HUD Multifamily Housing  
Public Housing  
Housing Choice Vouchers  
LIHTC & Mixed Finance  
Board Members, Executive Management and Commissioners