



QualCheck is an easy-to-use, web-based compliance software tool that Quadel first developed to better measure performance in our direct management programs.

- It's a proven tool that has been in use since 2009 and is offered by subscription. It is currently in use for HCV and Public Housing but can be adapted for other programs.
- We have five external PHA clients: Houston HA, Galveston HA, Newark HA, Lucas County (OH), and State of Louisiana Supportive Housing Program and also use it when clients ask us to complete file reviews and for internal QC.

## **HOW IT WORKS**

### **Checklist Module**

QualCheck is “checklist driven” – a checklist can be created in QualCheck to drive the review process for a compliance auditor. The reviewer looks at a record and answers a set of QualCheck questions.

- Whenever a “no” answer is given the system requires the reviewer to classify the error by type and make comments.
- At the end of the review a summary report is generated that gives feedback to the person being audited and becomes the punch list for corrections.

Value of the checklists:

- Ensures consistency – every reviewer looks at the file in the same way and uses the same standards.
- Serves as a training tool -- Individuals being audited tend to like it because there are no “secrets” – how performance will be measured is made exactly clear by the questions.
- Classification of errors makes reporting possible and helps identify the root causes of quality problems.

### **Reports Module**

QualCheck has built-in system reports that are available in real time and enable managers to look at results in a variety of ways for different purposes.

- By team or individual – to understand employee performance
- By transaction or activity type – to identify whether staff have quality problems with a particular kind of transaction or a particular place in a process
- By compliance topic (e.g. eligibility, income calculations, HAP contracts)
- By error type (documentation, policy, math, data entry)
- For selected time periods including trending reports

Value of the Reports

- QualCheck's ability to “slice and dice” results for different analytic purposes gives managers a unique perspective on the organization's performance.
- The analytic reports give managers insights and objective data to support improvement actions. The reports may identify employees who need training, more supervision (or a different job) but also can identify weaknesses in policies and procedures, workflows, and systems and can be used to recognize high performers.

- Reports helps target improvement efforts to the real problem. (e.g., there is no point sending an employee to program training if sloppy data entry and not policy understanding is the issue.)

### Corrections Module

- The corrections module closes the loop. The system can assign due dates and track the completion of corrections. The corrections queue can also be prioritized. (For PHAs this means the system places any files with HAP payment errors at the top of the list.)
- It provides a correction aging report that can be generated using the same parameters described above.

### Other Important Features

- Because it is web-based, clients do not need to install any software on their systems – the only demand on client IT is internet access.
- It has built-in Helpful Hints for questions that instruct the reviewer about what to look for and the criteria for answering “yes”.
- Clients have access to a Guidance section where QualCheck user guides and training are posted and where company policies, procedures, job aids, etc. can be posted as well. These can be customized for each client.

The link below will take you to the QualCheck video on our website or for more information call 1-866-640-1019 <http://quadel.com/affordable-housing-services/qualcheck/>

### Sample Report

- This report shows results by team and individual.
- The files with errors columns on the right highlight where errors are being made.
- Any numbers that are underlined have drill down reports. For example the Expenses and Deductions Column has a sub-report that would show errors for each type of expense (child care, medical, disability assistance, elderly household)

QUALITY MANAGEMENT SYSTEM

## SEMAP Indicator 3: Determination of Adjusted Income

Filters: Location: Hooverville, Sublocation: All, Program Type: All, Action Type: All, Reviewer: All, Supervisor: All, Specialist: All, Department: All, QC Type: Official QC

Grouped By: Supervisor and Specialist

Date Range: 9/1/2013 - 12/31/2013

Supervisor --- Specialist	Number of Files Reviewed	SEMAP Indicator 3 : Determination of Adjusted Income		Files With Errors...		
		Number of Files Passed SEMAP Indicator 3	Percentage of Files Passed SEMAP Indicator 3	Annual Income	Expenses and Deductions	Utility Allowance
Reviewer, Richard	1	1	100 %	0	0	0
Specialist, Sylvester	<u>1</u>	1	100 %	<u>0</u>	<u>0</u>	<u>0</u>
Supervisor, Sarah	655	532	81 %	78	29	22
Specialist, Sabrina	<u>28</u>	21	75 %	<u>3</u>	<u>4</u>	<u>1</u>
Specialist, Steve	<u>627</u>	511	81 %	<u>75</u>	<u>25</u>	<u>21</u>
Totals	656	533	81 %	78	29	22