

T0: Personnel Board

FROM: Sarah Olson, Human Resources

SUBJECT: Housing Assistance Outreach Coordinator – CDA Housing Operations Unit

DATE: January 5, 2018

At the request of the Interim Housing Operations Unit Director Tom Conrad, a study was conducted of the .50 FTE Housing Assistance Outreach Coordinator (Compensation Group 20, Range 12a), held by S. Stapleton. After reviewing the duties and responsibilities associated with this position, as seen in the attached position description, and my meetings with Mr. Conrad and the incumbent, I make the following recommendations for the reasons outlined in this memo:

- Create a new classification titled Housing Specialist Outreach Coordinator with placement in CG 20, Range 13. The title of Housing Specialist is in line with HUD industry standards.
- Delete the classification of Housing Assistance Outreach Coordinator currently placed in CG 20, Range 12a.
- Recreate position #3628 currently occupied by S. Stapleton, as a .50 FTE Housing Specialist Outreach Coordinator and reallocate the incumbent to the new position.

The proposed Housing Specialist Outreach Coordinator class specification identifies the work as:

...responsible para-professional administrative and technical work relative to marketing City-administered federally funded housing assistance programs (i.e. Section 8) to landlords, renter advocates and program participants. The work involves developing a marketing plan and resources tools, making presentations and assisting in the development and maintenance of a database of information relevant to the program areas and providing other types of technical support to the Housing Assistance Program Supervisor.

Earlier in 2017, the former Housing Assistance Clerks were reclassified to Housing Specialists with a career progression, (Housing Specialist 1, Housing Specialist 2 and Housing Specialist 3 CG20, Range 11, 13 and 14, respectively). Incumbents of the Housing Specialist 2 work under general supervision and perform all of the work of the Housing Specialist 1, and in addition, monitor, analyze, and manage a Section 8 Voucher program. Such Section 8 programs include Family Self-Sufficiency, Family Unification, VASH, Home ownership and Portability. Finally, as a Housing Specialist 3, an incumbent would work under general supervision performing all of the work of the Housing Specialist 2, as well as provide leadership to the unit and perform complex and advanced level administrative assistance to Section 8 caseload and voucher programs.

Much of the work that Ms. Stapleton performs is similar to a Housing Specialist 2. When Ms. Stapleton began with the City 17 years ago, her role was to educate landlords, advocacy groups and tenants on Section 8 programs. At the time, the City had received numerous new Section 8 vouchers and had resistance from landlords interested in participating. As participation increased after educating the community, Ms. Stapleton found she had more time to assist the other Housing Specialists. She continues to be the main point of contact for landlords with questions and concerns

regarding Section 8 vouchers and continues to educate and market to new landlords, advocacy groups and tenants on Section 8 programs, which is different work than the Housing Specialists perform. However, the position has increased in its technical and specialized knowledge in the area of Portability, which refers to the process through which a family can transfer or "port" their rental subsidy when they move to a location outside the jurisdiction of the public housing agency (PHA) that first gave them the voucher when they were selected for the program. Ms. Stapleton has taken on the collection and processing of payments from incoming billable portable clients. She works with ensuring that housing authorities are paying what they are supposed to pay under Section 8 voucher portability guidelines. She's the main point of contact for billing questions from landlords and housing authorities every month. The position has also grown in its responsibility with audit inspections and other aspects of the Section Eight Management Assessment Program (SEMAP). SEMAP is a self-assessment done by Housing Authorities and requires Inspectors to make quality control inspections every year. This position can fill in as a certified Inspector to fulfill this requirement if a Housing Inspector is unavailable.

In addition to an increase in the processing and reconciliation of portability accounts, audit inspections and other aspects of SEMAP, this position is the first point of contact for landlords and tenant rules and regulations. If the Housing Specialist 1, 2 or 3 have questions about regulations, Ms. Stapleton provides guidance. She also provides technical support to the Housing Specialists in a variety of tasks as it relates to voucher issuances, the lease up process, annual re-certifications and interims and the various voucher programs they support. However, given the nature of Ms. Stapleton's work as it relates to marketing and outreach of Section 8 programs, her classification should be unique.

In reviewing the Housing Specialist 3, this position serves as a leadworker and is expected to hold specialized knowledge in all of the voucher programs. Since the Housing Specialist Outreach Coordinator does not act as leadworker and has programmatic authority over one specific area, (marketing and outreach of Section 8 programs), the position is more comparable to a Housing Specialist 2. Given the increased specialized knowledge as it pertains to inspection audits and SEMAP, and the fact that this position has comparable programmatic authority over an assigned area such as the Housing Specialist 2, I recommend the placement to remain in a comparable classification to the Housing Specialist 2.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2018 Annual Minimum (Step 1)	2018 Annual Maximum (Step 5)	2018 Annual Maximum +12% longevity
20/12a	\$47,794	\$54,090	\$60,581
20/13	\$49,725	\$55,445	\$62,098

cc: Tom Conrad—Interim Housing Operations Director  
 Natalie Erdman—Director of Planning, Community & Economic Development  
 Greg Leifer—Employee and Labor Relations Manager