

## Late Recertification Recovery Plan Procedure



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### Purpose

Timely completion of annual recertifications is critical to uninterrupted housing assistance for our residents, HUD compliance, and the overall success of our department. With forthcoming PIC and E-VMS updates, retroactive HAP funding will be limited, making it critical to process timely annuals.

This procedure outlines the tools used to track and maintain Key Performance Indicators (KPIs) for Recertification Workflows and should be reviewed in conjunction with the “Manager Training Standing Meeting and KPI” presentation.

### Overview

The SharePoint WorkQueue system automatically generates both a “tickler system” and an Annuals Dashboard using Yardi data.

When Housing Assistants (HAs) process and approve an annual recertification, they should mark the corresponding WorkQueue row as “**Filed**.” Our EFP team then audits those files to ensure documentation is stored correctly for potential SEMAP audits.

If an annual appointment is completed but documents are still outstanding, the HA should mark the row as “**Missing Items**” and set a **Missing Items Due Date**. When tenants later submit documents, the front desk barcodes them. These documents are then linked to the **Validation Report List** (organized by tenant and HA) and automatically emailed daily to each respective HA desk.

As documents appear on the validation list, HAs are expected to:

- **Match** them to the correct WorkQueue row marked “Missing Items”
- Update the document status to “**Validated**”
- Update the WorkQueue status to “**Ready to Enter**” (if all items have been received)

If documents are not submitted by the due date, the **Second Missing Items letter** should be generated, and the due date should be updated accordingly.

## Key Indicators to Monitor

There are three key indicators of WorkQueue health:

1. **No past-due Missing Items dates** (unless the tenant is being proposed for termination)
2. **Few or no “No Status Entered” rows**
3. **Few or no unvalidated FDI documents** on the daily Validation Report

These are critical for assessing the health of the CE pipeline. If the pipeline is not maintained, teams will struggle to meet processing goals because files are not moving toward **“Ready to Enter.”**

In combination with:

4. The number of Annuals processed (via the 58 Listing Report with PEM filter)
5. The number of unanswered or oldest voicemails/emails

...these form the **five key questions** we should be asking daily to get a true status update by desk and reinforce KPIs.

## Action Required – KPIs

### Daily

- Fewer than 5 “No Status Entered” is a KPI reinforced on the standing meetings daily
- Fewer than 5 “Missing Items Overdue” is a KPI reinforced on the standing meetings daily
- No unvalidated FDI documents older than one week is a KPI reinforced on the standing meetings daily
- Average of 5 Annuals Processed per workday (16 workdays per month) is a KPI reinforced on the standing meetings daily

### Monthly

Reconciliation Reports are emailed monthly showing items **not marked as “Filed,”** even though Yardi indicates a later 58 Due Date (suggesting the annual was processed but not updated in the WorkQueue).

- **Please review and reconcile these entries monthly.** A training video is available [[link](#)].
- Rebalance “HCV Late Recert” spreadsheet to get month end actuals needed to adjust processing goals/ get pulse on performance