5/1/20

How do you select  or who do you use for your hearing officer/officers for your Public Housing Grievance hearings?

We have a in-house Grievance Hearing Officer who also serves as our 504 Compliance Officer.

Waco uses its Mid level management & Community Services Director as the informal hearing officers.  They have all been certified by  NaN McKay.

I usually contact a local church that has a Community Enrichment Center.  I used to use Women's League of Voters but last time they didn't respond

We sometime select from our local partners, and  from Resident Council.

We follow the current Grievance Policy; which allows the resident and myself to agree on an individual to hear the case.  If we both cannot agree on an individual, the resident selects an individual and we select an individual and then both individuals select a third person.

A manager in one program hears appeals from another disconnected program: Affordable Housing hears S8 appeals: S8 hears Affordable Housing appeals

We use the executive director within our county.

Hearing officers need some idea of operating under a "judge-like" persona.  Best to have someone with experience in HR and client relations.  We look at current board members for those qualities.  So far, we've had no problems getting someone.

An ED or other employee of another housing authority.

We use the Board Chairman or the Mayor

Our Resident Board Member has been designated as the hearing officer.

Our Compliance Officer

Our Hearing Officers are the Board of Commissioners

We use someone from another department or a PHA close by.

I have used Resident Advisory Board members, other Agency EDs, local citizens.

A knowledgeable staff person from another housing authority (director) or we reach out to the Department of Human Services and see if they have anyone available to hear the case.  Most often it has been a director from one of the surrounding housing authorities.

 I am our Hearing Officer (ED).  This is allowed because I supervise the employees who made the initial decision to evict and I was never part of that decision.  Housing prepares a packet for me and the resident to review during the hearing.  I listen to both sides and then provide a written response within two business days.  We track the grievance hearings on a spreadsheet which is helpful in case we ever need to show the history.  It shows that I do not “rubber stamp” my staff’s decisions.  More than half the time I overturn the eviction and work out an agreement for the resident to stay.  Sometimes it just takes getting to the grievance hearing for them to realize that they do need to take their responsibilities seriously and comply with their lease.

Our Consultant serves as our Hearing Officer for Formal Grievances.

I select a business person who isn't  biased and 2 more from the board or city.

We have a gentleman who has been our hearing officer for many years

We ask the City Judge.

We have always used the Chief of Police.

Historically we have used directors of other housing authorities.

We use an Executive Director from another PHA.

 Informal – Manager; Formal - Executive Director or impartial, disinterested individual that is not a subordinate of the person who made or approved the Authority’s action.  The individual may not be a resident.

Wish it were that easy. No one requests grievance hearing--it always goes to JP court instead.

We comprise a committee of Property Managers (at least 3)

Our HCV Coordinator is the PH Hearing Officer as outlined in our Plan.

I use a nearby housing authority.