

MOR Error Reporting Questions and Answers
October 14, 2008

- 1. Question: When an error is in process and then gets resolved, do you count the error in both the “In Process” and the “Resolved” column or just the “Resolved” column?**

Answer: *The error is counted in both the “In Process” column and the “Resolved” column. The “In Process” column represents the total number of errors found during the reporting period. If the error gets resolved during the reporting period, add the error to the “Resolved” column while also keeping it in the “In Process” column.*

For example, if a total of 200 Eligibility Errors were found during the reporting period and 50 of these errors have been resolved the Excel spreadsheet report should read:

<i>Eligibility in process 200</i>	<i>Eligibility Resolved 50</i>
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- 2. When counting the MORs, do you count every MOR performed during the reporting period, or just the MORs where subsidy errors discovered?**

Answer: *All MORs conducted during the reporting period should be counted in the “MORs” column.*

- 3. In completing the log each reporting period, is it expected that only one row will be provided for a single CA_ID?**

Answer: *Yes, all data for the reporting period that corresponds to the CA_ID should be recorded in one row.*

- 4. Because some errors will not be resolved at the time of reporting, does this mean that these errors will never be reported to OMB as resolved?**

Answer: *Yes, errors will not carry over from previous reporting periods.*

- 5. The review of a tenant file may reveal numerous errors which may result in over/under payment of subsidy. How should these errors be reported, (1) the most egregious error listed or (2) tracking of all errors?**

Answer: *Track all errors noted in the tenant file review that may result in an over/under payment of subsidy.*

6. Where can the guidance and corresponding documents for the MOR error reporting be found?

Answer: *The memorandum, “Interim Management and Occupancy Review (MOR) Error Reporting” dated August 12, 2008 which provides guidance, submission instructions and data collection tools is posted on the following website:*
http://www.hud.gov/offices/hsg/mfh/rfp/ca_docs.cfm