

**PHA
HEARING OFFICER
PERFORMANCE EVALUATION**

Performance Period: From: _____ To: _____	
Hearing Officer: Last Name: _____ First Name: _____	
Type (Check all that apply): <input type="checkbox"/> In-House <input type="checkbox"/> Attorney <input type="checkbox"/> Volunteer <input type="checkbox"/> Panel Member <input type="checkbox"/> Contractor	
Evaluator (Include title) _____	Date _____
<p>Performance Expectations (Important responsibilities, objectives, outcomes, assignments for and qualities of a Hearing Officer)</p> <p>The Hearing Officer researches and utilizes laws, regulations, policies, and precedent decisions to prepare for hearings. The hearing officer conducts hearings to obtain information and evidence relative to disposition of the appeal. He or she questions witnesses and analyzes evidence (including testimony), applicable laws, regulations, policy, and precedent decisions to determine appropriate conclusions. The hearing officer prepares the written decision.</p> <p>Basic responsibilities of the hearing officer are:</p> <ul style="list-style-type: none"> • May oversee or hear appeals by applicants for public housing and the housing choice voucher program regarding determination of ineligibility or denial of admission. • Hears appeals from housing choice voucher participants regarding adverse decisions regarding their Section 8 certification and/or tenancies. • Hears appeals from public housing residents regarding adverse decisions regarding termination of assistance, PHA requirements related to the tenancy of the resident, or PHA failure to act related to the tenancy of the resident. • May prepare detailed case documentation based on prior completed work by the PHA, including opening and closing cases, investigation summaries, activity logs, and correspondence. Studies such documentation before presiding over a hearing. • Issues written decisions for each hearing. • May assist with the coordination and the scheduling of all appeal hearings. • May assist in the training of new hearing officers. • May review and make determinations concerning requests for reasonable accommodations. • May coordinate and/or act as liaison between the PHA or departments and other agencies and organizations. • May prepare written case for court cases. • Maintains appeal and hearing databases as required, including technical data, reports, and findings. <p>The hearing officer brings some essential qualities to the role. The Hearing officer should be an individual with a reputation for ethical behavior and responsibility within and outside of the agency.</p> <ul style="list-style-type: none"> • Fairness—to families and to the PHA • Impartiality • Thoroughness • Timeliness 	

Directions: Circle the numeric rating (score of 5 is highest) which most closely depicts your experience with this hearing officer.

Experience

Relevant legal, judicial, or administrative law experience
Knowledge and understanding of housing law, HUD regulations and PHA policies

1 2 3 4 5

Comments:

Preparation

Hearing Room is ready for each case
Hearing Officer is on time and ready to begin hearing
Hearing Officer introduces parties, case and makes opening statement explaining hearing process, including Appellant's rights, burden of proof and deadlines

1 2 3 4 5

Comments:

Conduct of the Hearing

The Hearing Officer follows the proper sequence
Answers parties' questions
Gives parties' opportunity to present evidence and question any witnesses
Listens to all the evidence, participates in questioning witnesses
Parties seem at ease
Handles complex issues competently
Keeps hearing moving forward without delays or discussion of irrelevant matters
No ex parte contacts

1 2 3 4 5

Comments:

Professional Demeanor

Hearing Officer maintains impartiality, shows fairness, is respectful, calm
No appearance of bias
Hearings proceed in a calm and orderly way
Handles disruptive, abusive or otherwise inappropriate behavior appropriately
Consistently demonstrates an attitude of orderliness, decisiveness, and self-assurance

1 2 3 4 5

Comments:

Civil Rights Issues

Properly identifies and handles reasonable accommodation issues, LEP issues

1 2 3 4 5

Comments:

Hearing Officer's Decision

Issued within timelines

1 2 3 4 5

Comments:**Decision Contains:****Hearing information:**

Name of the tenant/participant; Date, time and place of the hearing;

Name of the hearing officer; Name of family representative (if any).

Background: A brief, impartial statement of the reason for the hearing.**Summary of the Evidence:** Summary of testimony of each witness and any documents that a witness produced in support of his/her testimony and that are admitted into evidence.**Findings of Fact:** Includes all findings of fact, based on a preponderance of the evidence.**Conclusions:** The hearing officer will render a conclusion derived from the facts that were found to be true by a preponderance of the evidence.**Order:** Statement of whether the PHA's decision is upheld or overturned.

1 2 3 4 5

Comments:**Effectiveness of Decisions**

Number overturned by PHA (circle)

0-5 6-10 11-15 more than 16

Number overturned by Courts (circle)

0-5 6-10 11-15 more than 16

Decisions consistently upheld

1 2 3 4 5

Comments:**Administrative Ability**

Correspondence, conduct of prehearing conferences, establishing of hearing dates, coordination of parties handled efficiently

Maintains appeal and hearing databases as required

Assists with training

1 2 3 4 5

Comments: