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The Housing Conference

Why Would an Agency Consider Outsourcing Inspection Services?

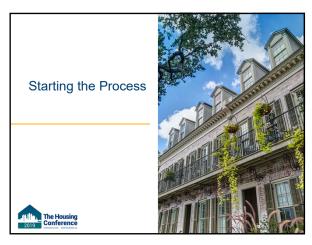




Reasons for Outsourcing

- Staffing issues
 - Current staff member(s)
 - Retiring
 - Have dual roles
 - Going out on extended medical leave
- Budgets
 - Cost of salaried employee(s) vs. contractor







What are administrative functions? Scheduling Inspections Mailing notices Inbound/outbound Annuals calls Initials Complaint/Specials Dedicated email Re-inspections address No Shows Reporting Complaint call escalation

Should Your Contractor Work in	·
Agency Software or Their Own?	
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What are the inspection	
functions?	
Simple – right?	
Perform scheduled inspections	
 Enter results in software or complete 52580 forms 	
IOITIS	
Well, there is a little more to it than that!	
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What are the steps in	
transitioning inspections?	
During the transition period:	
 Advertise for local hire inspectors Interview any agency referrals & other applicants 	
Submit candidates for background checksEnroll in HQS training	
 Do field training with senior/transition inspector(s) 	

What are the steps in transitioning inspections?

- During new hire training senior/ transition inspectors on site to conduct agency inspections while training new hires
- Extensive classroom training & field training
- Software training (where applicable)
- How long does this take?







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