

Manager of Program Integrity - (23000C59)

The Executive Office of Housing and Livable Communities (EOHLC) is seeking a Manager of Program Integrity in the Division of Housing Stabilization!

MISSION:

The Executive Office of Housing and Livable Communities (EOHLC) is charged with creating more homes in Massachusetts and lowering housing costs for residents.

Formerly known as the Department of Housing and Community Development (DHCD), EOHLC works with municipalities, local housing authorities, non-profit organizations, and development partners to provide affordable housing options, financial assistance, and other support to Massachusetts communities.

OVERVIEW OF ROLE:

The Manager of Program Integrity is the lead EOHLC employee responsible for managing EOHLC's program integrity and fraud risk management strategies for the Residential Assistance for Families in Transition (RAFT) and HomeBASE programs which provide temporary emergency housing assistance to households facing eviction and homelessness. The Manager leads the development, implementation, and evaluation of data-driven program policies to ensure fraudulent applications to RAFT and HomeBASE are intercepted before payment is issued without harming legitimate applicants. The manager oversees program integrity oversight of 11 regional administering agencies (RAAs) and their several hundred staff processing applications. The manager will also directly manage contracts with third-party vendors working on fraud analytics and mitigation strategies. This hire may aid in building out a Program Integrity team and system for the RAFT and HomeBASE programs and may have direct reports in the future. The Manager role drives the programs' ability to create more housing opportunities and maximize the use of available funding via program integrity strategies.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1) Investigations:

- Identify program vulnerabilities leading to potential funding loss
- Lead multiparty investigations of emerging fraud trends, coordinating work of RAAs, EOHLC & third party data analysts, and inside and outside counsel.
- Referral to law enforcement as appropriate.

2) Training and Technical assistance

- Train and oversee contracted organizations in their efforts to detect, mitigate, and respond to attempted fraud without harming legitimate applicants.
- Monitor contracted organizations for compliance with fraud mitigation policies.
- Intercede when staff do not follow proper protocol and mitigate with training or written reprimand.
- Lead biweekly calls with RAA staff around fraud mitigation.

3) Data Analysis:

In collaboration with EOHLC's secretariat-wide Fraud Risk Manager:

- Analyze current RAFT and HomeBASE processes to develop policy/programmatic recommendations to ensure fraud is detected without harming legitimate applicants.
- Direct analyses of program data completed by EOHLC staff and third party contractors to inform fraud prevention activities.

4) Policy Analysis:

- Building on investigation findings, analyze current technological & business processes in rental assistance processing to determine vulnerabilities and implement mitigation recommendations

PREFERRED QUALIFICATIONS:

1. Certified Fraud Examiner (CFE) certification preferred.

2. Experience translating fraud reports, investigations, and analyses into actionable policy or programmatic changes to reduce fraud.
3. Experience investigating fraudulent claims, particularly in government cash or cash-like assistance programs.
4. Experience using large datasets to identify potentially fraudulent claims, relative efficacy of various fraud mitigation tools, and areas of fraud risk.
5. Experience liaising with law enforcement around fraud, waste, and abuse.
6. Experience with anti-fraud tools in banking, including Know Your Customer regulations and methods, and electronic payment processes.
7. Experience training frontline staff in complex and sensitive topics.

COMMENTS:

Please upload resume and cover letter.

This position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days, as needed.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines. In the case of a promotional opportunity, the salary provisions of the applicable collective bargaining agreement will apply to placement within the appropriate salary range.

Education, licensure and certifications will be verified in accordance with the Human Resources Division's Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth's website.

PRE-OFFER PROCESS:

A background check will be completed on the recommended candidate as required by the regulations set forth by the Human Resources Division prior to the candidate being hired.

QUALIFICATIONS:

MINIMUM ENTRANCE REQUIREMENTS:

Applicants must have at least (A) five (5) years of full-time or, equivalent part-time, professional, professional internship, administrative, supervisory, or managerial experience in business administration, business management, public administration, public management, clinical administration or clinical management or (B) any equivalent combination of the required experience and substitutions below.

Substitutions:

- I. A certificate in a relevant or related field may be substituted for one (1) year of the required experience.
- II. A Bachelor's degree in a related field may be substituted for two (2) years of the required experience.
- III. A Graduate degree in a related field may be substituted for three (3) years of the required experience.
- IV. A Doctorate degree in a related field may be substituted for four (4) years of the required experience.

Comprehensive Benefits:

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.

Want the specifics? [Explore our Employee Benefits and Rewards!](https://www.mass.gov/commonwealth-employee-benefits-and-rewards) at <https://www.mass.gov/commonwealth-employee-benefits-and-rewards>

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. Research suggests that qualified women, Black, Indigenous, and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.

Official Title: Program Manager V

Primary Location: United States-Massachusetts-Boston-100 Cambridge Street

Job: Administrative Services

Agency: Executive Office of Housing and Livable Communities

Schedule: Full-time

Shift: Day

Job Posting: Nov 3, 2023, 12:35:01 PM

Number of Openings: 1

Salary: \$75,653.45 - 100,800.00 Yearly

Bargaining Unit: M99-Managers (EXE)

Confidential: No

Hybrid Work Eligible: Yes

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Jessica Molina - 8572480160

HOW TO APPLY:

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=23000C59>