



NSPIRE

Hot Topics and Questions about NSPIRE Virtual Workshop

June 23, 2020

Note: The room will be silent, with occasional speaker tests, until the workshop begins at 2:30 PM.

Below the PowerPoint slides you will see the TROUBLESHOOTING POD.

The Troubleshooting pod can help with:

- Internet bandwidth issues
- Audio issues (speakers and microphones)
- Viewing issues

A large, solid blue arrow pointing downwards, with the text "TROUBLESHOOTING POD" centered inside its arrowhead.

**TROUBLESHOOTING
POD**

Below the PowerPoint slides you will see the CHAT POD.

This is where you can:

- Request technical support
- Post questions for presenters
- Make comments and suggestions



Polling Questions

- We will conduct multiple polling questions.
- Polling questions appear on top of the PowerPoint slides.
- Please answer by selecting within the polling question pod.

Have you participated in a NSPIRE workshop?

- a. Yes, I have participated
- b. No, I have not participated

TIP: Unless otherwise directed, you do not need to ‘enter’ your answer; selecting an answer submits it when the poll is closed.



Agenda



- Opening Remarks
- Breakout Instructions
- Breakout Session #1
- Session Wrap-Up
- Break
- Introduction to 2nd Half
- Breakout Session #2
- Session Wrap-Up
- Closing Remarks



Opening Remarks



- Welcome and Statement of Purpose
- Objectives
 - Gather feedback on critical issues
 - Engage with diverse stakeholders and key industry groups
 - Learn from technical experts



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NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

POLLING QUESTIONS



NSPIRE Model



- Identify health and safety hazards
- Reduce complexity
- Increase consistency and accountability
- Provide accurate indication of condition
- Comply with self-inspection protocols



Brief Review of Topics



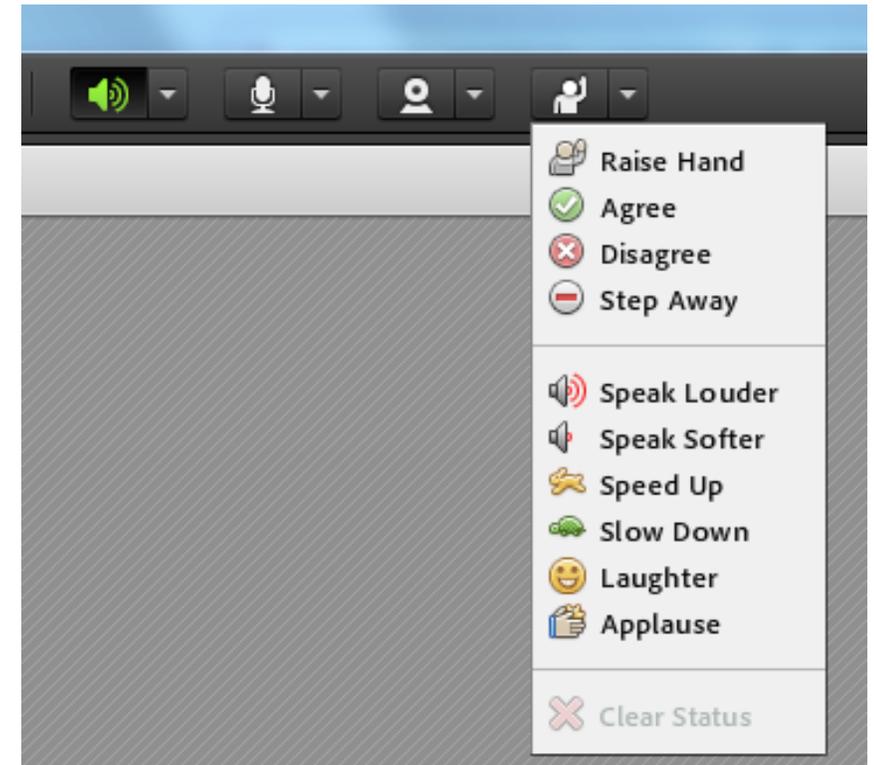
- Session #1

- NSPIRE Standards
- NSPIRE Demonstration/Implementation
- NSPIRE for Vouchers
- NSPIRE Health and Safety Deficiencies

- Session #2

- NSPIRE Standards
- NSPIRE Self-Inspections
- NSPIRE Scoring System
- NSPIRE for Residents

- To join the conversation:
 - Select the “Raise Hand” button at the top left of your screen.
 - When the facilitator calls on you, unmute your microphone to speak.
 - When finished speaking, please mute your microphone.
- Be respectful and refrain from interrupting.
- Keep microphone muted when not speaking.





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NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

Breakout Session #1



Session Wrap-Up



- NSPIRE Standards
- NSPIRE Demonstration and Implementation
- NSPIRE for Vouchers
- NSPIRE Health and Safety Deficiencies
- Polling Questions



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NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

POLLING QUESTIONS



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Ten-Minute Break



Introduction to 2nd half



- Welcome Back



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Breakout Session #2



Session Wrap-Up



- NSPIRE Standards
- NSPIRE Self-Inspections
- NSPIRE Scoring System
- NSPIRE for Residents
- Polling Questions



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POLLING QUESTIONS



Closing Remarks



- Thank You



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POLLING QUESTIONS



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Questions and Feedback

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On Twitter: [@HUDREAC](https://twitter.com/HUDREAC)



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Breakout Session #1 NSPIRE: Standards

June 23, 2020



Question #1



- **During your review of the most current version of the NSPIRE Standards, do you feel HUD has achieved the goal of reducing or eliminating less critical aspects of the UPCS model?**
- **Are there any deficiencies you recommend including or removing to meet HUD's mission of ensuring safe and habitable housing?**



Question #2



- **Do you have any feedback to improve the clarity of the deficiencies, the accuracy of the rationales, or the overall usability of the Standards?**

Question #3

The life-threatening category includes deficiencies (hazards) that present a direct threat to life or well-being, i.e., that are likely to cause severe injury or reduction in physical or mental ability. This includes cases in which the harm has a likelihood of accruing irrevocably in under 24 hours.

- How would you change the life-threatening definition?**
- Are there any deficiencies that you would recommend adding or removing from the list?**



Question #4



- **Do you think the Standards should primarily be performance based or design specification based?**
- **For example, which do you think is better – specifying a function (“the door opens”) or a design (“the door has hinges”)? Please explain.**



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NSPIRE

Breakout Session #1

NSPIRE: Demonstration and Implementation

June 23, 2020



Question #1



- **What are the three top barriers or obstacles HUD must overcome to successfully implement NSPIRE?**



Question #2



- **Do you believe your constituency supports NSPIRE and the Demonstration? Why or why not?**



Question #3



- **How well is HUD planning the NSPIRE Demonstration/Implementation? What would you like to see improved?**



Question #4



- **We are planning upcoming workshops – what topics related to the NSPIRE Demonstration and implementation do you think we should cover and why?**



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Breakout Session #1

NSPIRE: Voucher Programs

June 23, 2020



Question #1



- **It is HUD's intent to align the voucher programs and non-voucher programs to a singular set of standards.**
- **What do you feel are the benefits and/or drawbacks of that approach?**



Question #2



- **How can HUD align the voucher programs and non-voucher programs to a singular set of standards in a way that minimizes the burden on your constituents, especially those who have properties receiving funding through multiple programs?**



Question #3



- **What questions or concerns do you have with the application of NSPIRE's Critical to Quality standards on voucher programs?**



Question #4



- **What do you anticipate will be the impact of NSPIRE on voucher programs?**



Question #5



- **We are planning upcoming workshops -- What topics related to the NSPIRE for voucher programs do you think we should cover and why?**



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Breakout Session #1

NSPIRE: Health and Safety Deficiencies

June 23, 2020



Important References



- **Severe Health and Safety:** Deficiencies where the likelihood of occurrence and the severity of the harm is such that there is a reasonable probability of occurrence and if the harm did occur, the outcome would be:
 - death or serious injury (e.g., leading to an emergency room visit or permanent disability) to a resident; or
 - the physical security or safety of a resident or their property would be seriously compromised; or
 - serious undue burden on the resident if the deficiency is present for an extended period of time.
- **Standard:** Deficiencies where the likelihood or occurrence is still high but the severity of harm, while potentially significant, is likely to be less than death or severe injury. As the potential outcomes associated with these deficiencies are less than severe, more time (30 days or less) can be taken to reduce or eliminate the risk.



Question #1



- **What is your understanding of NSPIRE's definitions of health and safety types or categories (i.e., Severe and Standard)?**



Question #2



- **What concerns do you have about the NSPIRE health and safety deficiency lists?**
- **Which deficiencies cause you the most concern?**



Question #3



- **What approaches might HUD take to prioritize Health and Safety in housing inspections?**



Question #4



- **Do you believe NSPIRE's approach and/or list of CTQs accurately reflects those definitions?**



Question #5



- **What are the issues that are most Critical to Quality?**
 - **Would you change the definition?**
 - **What would you add and/or remove?**



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Breakout Session #2 NSPIRE: Standards

June 23, 2020



Question #1



- **During your review of the most current version of the NSPIRE Standards, do you feel HUD has achieved the goal of reducing or eliminating less critical aspects of the UPCS model?**
- **Are there any deficiencies you recommend including or removing to meet HUD's mission of ensuring safe and habitable housing?**



Question #2



- **Do you have any feedback to improve the clarity of the deficiencies, the accuracy of the rationales, or the overall usability of the Standards?**

Question #3

The life-threatening category includes deficiencies (hazards) that present a direct threat to life or well-being, i.e., that are likely to cause severe injury or reduction in physical or mental ability. This includes cases in which the harm has a likelihood of accruing irrevocably in under 24 hours.

- How would you change the life-threatening definition?**
- Are there any deficiencies that you would recommend adding or removing from the list?**



Question #4



- **Do you think the Standards should primarily be performance based or design specification based?**
- **For example, which do you think is better – specifying a function (“the door opens”) or a design (“the door has hinges”)? Please explain.**



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Self-Inspections for NSPIRE

June 23, 2020



Question #1



- What are your top two concerns about self-inspections? How do these concerns affect your property(s)?



Question #2



- What should be the standard elements of a self-inspection?



Question #3



- What is your understanding of how self-inspections are used today to improve physical property inspections, resident health and safety?



Question #4



- HUD is considering remote video self-inspections (RVI) with residents using video conferencing. Do you feel that self-inspections as RVIs will be helpful or have any concerns? What do you think it would take to make self-inspections with RVI acceptable, thorough, and successful?



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Breakout Session #2

NSPIRE: Scoring System

June 23, 2020



Question #1



- **We have heard two common themes regarding the NSPIRE scoring system:**
 1. **Address important items – e.g., don't write up a small piece of glass on a multi-acre property.**
 2. **Consider resident caused damages/deficiencies.**
- **Based on your experience, what are other common, scoring-related issues?**



Question #2



- **What property characteristics should HUD consider in its inspection and scoring protocols?**



Question #3



- **What problems have you observed in the current UPCS scoring system?**



Question #4



- **Are there any low-value aspects of the UPCS scoring model that HUD should not carry forward into NSPIRE?**



Question #5



- **We are planning upcoming workshops that will be focused on standards - are there topics related to scoring that you might suggest could be integrated into those standards-focused workshops?**



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The word "NSPIRE" is written in large, colorful, stylized letters. Each letter contains a small house icon. The letters are: N (blue), S (green), P (red), I (grey), R (yellow-green), and E (blue). The background of the slide features a collage of images: a family of five (mother, father, and three children) on the left, an elderly couple on the right, and a modern apartment building with a courtyard on the bottom.

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Breakout Session #2 NSPIRE: Residents

June 23, 2020



Description



This session involves considering a visionary success story. By this we ask that you take a moment to consider a current issue/challenge concerning residents. “Imagine you were asleep for 5 years and when you awoke, the challenges NSPIRE addresses have been overcome.” You are approached by a reporter to explain what and how things have changed. In order to answer the reporter’s questions, you decide to consult the workshop materials.

Example: Walt Disney noticed there were few places where both kids and adults can have fun and as a result, he created Disney World.



Question #1



Please take a moment to reflect on your visionary scenario and concern NSPIRE has successfully addressed. Please reference your visionary scenario for questions 1 through 4.

- What are some ways that HUD/REAC engaged and included residents in the NSPIRE Demonstration?**

Question #2

During listening sessions we heard a major theme through property managers and your organizations, resident caused damage was an area of concern.

- How did HUD, through the NSPIRE model, help your constituents bridge or improve the issue of resident-caused damage, especially in those areas that may impact all residents? Please be specific.**



Question #3



- **How did HUD most effectively engage residents in housing inspection and housing quality in general?**



Question #4



Depending on the property, the owners and managers had to meet expectations and requirements levied by any number of stakeholders.

- How did HUD, through the NSPIRE model, help your constituents meet the broad array of expectations, especially those of residents? Please be specific.**



Questions #5 & 6



Please take a moment to reflect on your responses to the questions we asked earlier. For the forthcoming questions, please apply your insights from questions 1-4 to suggest the policies, data and strategies NSPIRE should consider to ensure program success involving residents.

- ***What policies and policy issues will contribute to the program's success directly related to residents?***
- **What do you think will be the policy issues NSPIRE will experience directly related to residents?**



Question #7



- **What *data* should NSPIRE collect to assess its success directly related to residents?**



Questions #8 & 9



- **What program *strategies* used by NSPIRE are attractive to you?**
- **What other strategies should NSPIRE consider directly related to residents?**

A collage of two photographs. On the left, a family of five (mother, father, and three children) stands in front of a house. On the right, an elderly couple is shown, with a man in a blue shirt smiling and a woman in a white floral top looking towards the camera.

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