



**IMS-PIC SEMAP
Sub Module
PHA Certification
and PHA Appeal
Submission Instructions**

March 2019

The purpose of this document is to help PHAs with tasks in the SEMAP sub module in IMS-PIC. If a PHA requires assistance in addition to what is provided here, they should contact their local field office PIC Coach for assistance.

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Important Information to Consider – Certification Submission

PHAs have 60 days after their fiscal year end (FYE) to submit their SEMAP certification in IMS-PIC per 24 CFR 985.101(a); the deadline dates are listed below. PHAs with 250 or more voucher units must submit a certification every year. PHAs with less than 250 voucher units and are not considered SEMAP troubled are addressed below.

Due Dates by FYE

FYE	Regular Due Date	Leap Year Due Date *
3/31	5/30	5/30
6/30	8/29	8/29
9/30	11/29	11/29
12/31	3/1	2/29
* Unless otherwise determined by the HCV program office.		

Small PHA Deregulation

Per 24 CFR 985.105(a)(2), “Biennial review for small PHAs. HUD shall assess and score the performance of a PHA with less than 250 assisted units once every other PHA fiscal year, unless the PHA:

- (i) Elects to have its performance assessed on an annual basis; or
- (ii) Is designated as troubled, in accordance with § 985.103.”

Per this guidance, small PHAs only required to submit a certification every other year. If a PHA submits a certification in a year that they are not required to, it is viewed as the PHA electing to be assessed in that year, and the resulting score will be considered their official score, even if it results in a troubled designation.

The table below shows which FYEs are in a small PHA deregulation year and which are not. This is a fixed schedule, meaning the small PHA deregulation year does not move.

Who Submits?	Sep	Dec	Mar	Jun
Everyone	9/30/2016	12/31/2016	3/31/2017	6/30/2017
250+ or Troubled	9/30/2017	12/31/2017	3/31/2018	6/30/2018
Everyone	9/30/2018	12/31/2018	3/31/2019	6/30/2019
250+ or Troubled	9/30/2019	12/31/2019	3/31/2020	6/30/2020
Everyone	9/30/2020	12/31/2020	3/31/2021	6/30/2021
250+ or Troubled	9/30/2021	12/31/2021	3/31/2022	6/30/2022
Years marked 250+ or Troubled are small PHA deregulation years.				

Rejection or deletion of certifications

PHAs should always ensure that they have reviewed their data for accuracy before submitting their certification. In rare cases that can be documented, a field office may reject a certification back to the PHA to correct a data entry error and resubmit the certification. It is important to note that the PHA should be able to back up with documentation any data entry error they wish to correct and state why it was entered incorrectly. The most common example is a PHA checking or not checking the box labeled “Check here if the PHA expends less than \$300,000 a year in Federal awards”.

Neither PHA nor local field office staff can delete a certification. Since all responses are editable until the certification is submitted, a PHA should not need to delete a certification so that they can start over again. PHAs should refrain from creating a certification during their small PHA deregulation year, if applicable. If one is created, but not submitted, it can safely stay in the system without being deleted and will not have an adverse impact on further SEMAP scores. As noted above, if the certification is submitted it will be scored. In rare instances, a HUD super user may have cause to delete a certification as determined by IMS-PIC Operations.

Failure to Submit a Certification

If a PHA fails to submit a certification when they are required to, they will appear in the SEMAP sub module with the Submission Status of “Overdue SEMAP Certification” and an Overall Rating of “Troubled”. This means that the PHA will be considered SEMAP troubled. This will not occur if a PHA:

- Has a headquarters approved waiver to not submit for a specific FYE
- Is designed as a small PHA and did not submit a certification
- All vouchers in a PHA’s voucher program are Mainstream 5-Year (MS5) vouchers
- All vouchers in a PHA’s voucher program are mod rehab vouchers

These factors are taken into consideration when IMS-PIC Operations runs the SEMAP overdue batch job for each FYE. Typically, the batch job is not run until at least 4-6 months after the FYE but will be run prior to the next FYE for that PHA.

A PHA may submit a waiver in accordance with Notice PIH 2018-16 (or successor notice, if applicable) to request that they be allowed to submit after the deadline. The PHA must provide information and any applicable documentation supporting why they were not able to submit by the deadline. If the waiver request is approved, the local field office PIC Coach will work with the PHA and REAC IMS-PIC Operations to ensure the submission is completed by the new deadline provided in the waiver approval letter.

Important Information to Consider – Appeal Submission

Per 24 CFR 985.105(e) a PHA may appeal its overall performance rating if they can provide supporting documentation that it will result in a change of their overall designation (e.g. Troubled to Standard or Standard to High). If the appeal would only result in a change of score but not a change of designation the PHA should not submit an appeal.

To initiate an appeal, the PHA would create and submit the appeal in IMS-PIC and then provide the field office with the supporting documentation. The system will not allow a PHA to submit an appeal unless it results in a change of designation. Once the field office reviews the supporting documentation and what was submitted in IMS-PIC, it will approve or reject the request in IMS-PIC and notify the PHA of the result.

Preparing and Submitting a SEMAP Certification in IMS-PIC

1. Log into Secure Systems and select PIH Information Center (PIC) from your Secure Systems Main Menu by going to <http://www.hud.gov/offices/reac/online/reasyst.cfm>
2. Once you are on the PIC Main page single click on the link for the SEMAP sub module under the PIH Information module heading.
3. Once in the SEMAP sub module, single click on your PHA code. The summary page will load.
4. On the Summary page, single click on the New Certification link in the bottom right hand corner of the page.



5. Page 1 of the SEMAP certification will load. Complete page 1, answering all required questions, as applicable. At the bottom of page 1 there will be a Save button. Single click on the Save button to save your work **before** you proceed to page 2, otherwise you will lose all your work. After you have saved your work, it will automatically take you to page 2 of the certification.

e. The PHA's information packet includes an explanation of how portability works and includes a list of neighboring PHAs with the name, address and telephone number of a portability contact person at each.

PHA Response Yes No

f. The PHA has analyzed whether voucher holders have experienced difficulties in finding housing outside areas of poverty or minority concentration and, where such difficulties were found, the PHA has considered whether it is appropriate to seek approval of exception payment standard amounts in any part of its jurisdiction and has sought HUD approval when necessary.

PHA Response Yes No

[Go to Comments](#)

Page 1 of 2



6. Page 2 of the SEMAP certification will load. Complete page 2, answering all required questions. If you need to enter multiple jurisdictions under Indicator 8, please see the [Entering Multiple FMR Areas in Indicator 8](#) section of this document. Once you have completed your entries on page 2, scroll to the bottom of page. There will be a Save button. Single click on the Save button to save your work. See circled link in screen print below. If you need to navigate back to page 1 there is also a link there for that.

Note about Indicator 8 data entry issues: PHAs using newer version of the Internet Explorer or Microsoft Edge web browsers may have issues saving data into Indicator 8. If you attempt to save the data but it will not save, please try an alternate browser (e.g. Google Chrome, Firefox, etc.).

(1) Half or more of all Section 8 families with children assisted by the PHA in its principal operating area resided in low poverty census tracts at the end of the last PHA FY;

(2) The percent of Section 8 mover families with children who moved to low poverty census tracts in the PHA's principal operating area during the last PHA FY is at least two percentage points higher than the percent of all Section 8 families with children who resided in low poverty census tracts at the end of the last PHA FY; or

(3) The percent of Section 8 mover families with children who moved to low poverty census tracts in the PHA's principal operating area over the last two PHA FY is at least two percentage points higher than the percent of all Section 8 families with children who resided in low poverty census tracts at the end of the second to last PHA FY.

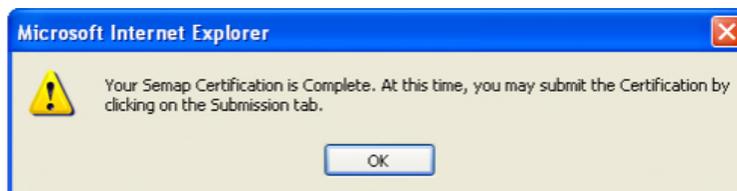
PHA Response Yes No

[Go to Comments](#)

Deconcentration Addendum

[Back to Page!](#)

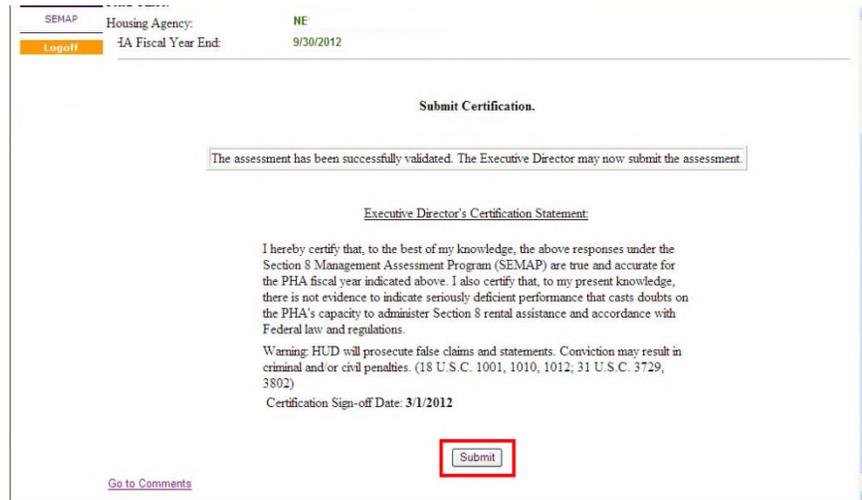
- If you answered all the required questions the page will save you and will get a pop-up box that looks like the one pictured in the screen print below. Single click on the OK button. Page 2 will load again, this time with all your saved answers filled in. The Executive Director (ED) or other person designated by the ED to submit can still edit the certification at this time, however, editing should be disabled for other HA users.
 - If you do not receive this pop-up box it means that you have missed an item that requires a response on either page 1 or page 2. The most common items that users miss are in indicators 14 and 15. Even if these two indicators do not apply to your PHA you still must respond and indicate that. Go back and review these two indicators and save the page again. If you still do not receive this pop-up box then review the rest of the questions on both page 1 and page 2, remembering to save your work before navigating away from a page. Once you have completed all required items and saved your work, you will receive the pop up below and can continue to the next step.



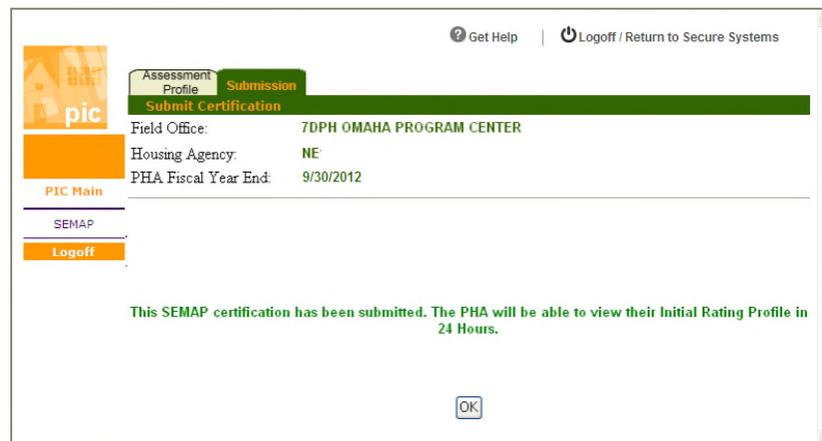
Note: At this time, you can print the certification so it can be presented to and approved by the board. To print, you would navigate to both pages of the certification and print them using the print command in your web browser – note that they will both print onto multiple sheets of paper. If changes do need to be made, you can still do so. After the next steps are completed, however, the certification will not be editable and the answers you have provided will be used to score your certification.

- If you are ready to submit the certification, please make sure that the Executive Director (ED) or another person that has been designated by the ED is signed into IMS-PIC. Only the ED or their designee can submit the certification. If the ED or their designee entered information into the certification and is still signed in, go to the next step. If the user that will submit is not yet signed in OR changes need to be made to the certification do one of the following and then go to the next step once this is completed.

- ❖ ED or their designee needs to sign in: The ED or their designee should follow steps 1-3 above to login and navigate to their PHA code.
 - ❖ If changes need to be made to the certification: Navigate to the indicator(s) that need to be changed and make those changes. Then start with step 6 to save those changes.
9. Single click on the Submission tab at the top of the page.
 10. The Submit Certification page will load. Carefully read the information on this page. After reading this information you can single click on the Submit button.



11. The certification is now submitted. You will receive a confirmation page like the one below. You will want to print this page for your records. You can no longer make changes to the certification.



12. After printing this page, single click on the OK button. This will take you back to the SEMAP Summary page. On this page, under SEMAP Certification Details, you can single click on the Certification link to print the final version of the certification for you records.
13. Page 1 of the certification you completed and submitted will load. This is where you can print your certification from. Use your internet browser's print function to print page 1. It will print out on more than one piece of paper when printed. At the bottom of page 1 you can single click on the page 2 link to go to that page. When it loads, you can perform the same procedure to print page 2.

Entering Multiple FMR Areas in Indicator 8

The instructions below will tell you how to add additional FMR areas. Once you have completed these steps you will go back to step 6 in the [Submitting a SEMAP Certification in IMS-PIC](#) section of this document to continue to enter information on page 2 of your certification.

1. After you have entered the information about the first jurisdiction, single click on the Save button (see screen print below). *If you have issues saving the data, please see the note under step 6 above.*
2. The page will refresh and come back to the data you have just entered. To add another FMR area single click on the Add button that is circled in the screen print below.
3. You will receive a pop-up box asking you if you have saved your work, since you have already saved your work single click on the OK button.

DIS
Logoff

SEMAP CERTIFICATION (Page 2)

Performance Indicators

8 Payment Standards(24 CFR 982.503)
The PHA has adopted current payment standards for the voucher program by unit size for each FMR area in the PHA jurisdiction and, if applicable, for each PHA-designated part of an FMR area, which do not exceed 110 percent of the current applicable FMR and which are not less than 90 percent of the current FMR (unless a lower percent is approved by HUD). (24 CFR 982.503)

PHA Response Yes No

FMR Area Name Adair County FMR 1 of 1

Enter current FMRs and payment standards (PS)

0-BR FMR	419	1-BR FMR	458	2-BR FMR	619	3-BR FMR	863	4-BR FMR	866
PS	386	PS	439	PS	566	PS	777	PS	790

If the PHA has jurisdiction in more than one FMR area, and/or if the PHA has established separate payment standards for a PHA-designated part of an FMR area, add similar FMR and payment standard comparisons for each FMR area and designated area.

9 Timely Annual Reexaminations(24 CFR 5.617)
The PHA completes a reexamination for each participating family at least every 12 months.(24 CFR 5.617)

PHA Response Yes No

4. The page will refresh and you will see that the textboxes are blank. On the right side of the page it will say FMR 2 of 2 (or the number of FMR area you are working on if you have more than 2). This is pictured in the screen print below. You can now enter the information for the next FMR area. Single click on the Save button just as you did in step 1 to save the FMR information.

DIS
Logoff

SEMAP CERTIFICATION (Page 2)

Performance Indicators

8 Payment Standards(24 CFR 982.503)
The PHA has adopted current payment standards for the voucher program by unit size for each FMR area in the PHA jurisdiction and, if applicable, for each PHA-designated part of an FMR area, which do not exceed 110 percent of the current applicable FMR and which are not less than 90 percent of the current FMR (unless a lower percent is approved by HUD). (24 CFR 982.503)

PHA Response Yes No

FMR Area Name FMR 2 of 2

Enter current FMRs and payment standards (PS)

0-BR FMR		1-BR FMR		2-BR FMR		3-BR FMR		4-BR FMR	
PS		PS		PS		PS		PS	

If the PHA has jurisdiction in more than one FMR area, and/or if the PHA has established separate payment standards for a PHA-designated part of an FMR area, add similar FMR and payment standard comparisons for each FMR area and designated area.

9 Timely Annual Reexaminations(24 CFR 5.617)
The PHA completes a reexamination for each participating family at least every 12 months.(24 CFR 5.617)

PHA Response Yes No

If you need to add more FMR and payment standard information, follow steps 2-4 above. Once you have entered all FMR information go to the bottom of the page and single click on the Save button to save all the information entered so far into your certification. At this point you can continue entering information in the other indicators as needed.

Preventing Common SEMAP Submission Issues

The information provided below is a summary of the common issues that PHAs experience when submitting a certification. It is suggested that PHAs review this information to help avoid these issues while entering data and submitting the SEMAP certification.

Certification Issues

The issues below relate to how information is entered on the certification.

Issue	Solution
The user clicks on the Save button in indicator 8 and it does not save the data or appears to erase it.	<p>The PHA will need to use an alternate browser such as Google Chrome, Firefox, or Safari.</p> <p><i>This is due to incompatibility between IMS-PIC and versions 10 and 11 of Internet Explorer and the Microsoft Edge browser. Using compatibility mode (e.g. in Internet Explorer 9 mode) works for some tasks in IMS-PIC but does not work for this specific issue.</i></p>
The user is unable to add more than FMR and PS area using the Add button.	<p>The PHA will need to use an alternate browser such as Google Chrome, Firefox, or Safari.</p> <p><i>This is due to incompatibility between IMS-PIC and versions 10 and 11 of Internet Explorer and the Microsoft Edge browser. Using compatibility mode (e.g. in Internet Explorer 9 mode) works for some tasks in IMS-PIC but does not work for this specific issue.</i></p>
When page 2 is saved, the user does not receive the message that the certification is ready for the Executive Director to submit.	<p>Ensure that a response was entered for all indicators. The most common indicators that are not completed are indicators 14 and 15.</p>

Access Related Issues

These can be researched and resolved by the PHA IMS-PIC security administrator. The field office can assist if the PHA does not have a security administrator to do the work. Keep in mind the following regarding the roles available for assignment for the SEMAP sub module in Security Administration.

- Read Only – Can view data but not edit
- Edit – Can view and edit data, including creating the certification and entering data.
- Submit – Has full rights in the SEMAP sub module, including viewing, editing, and submitting data.
- The executive director is the individual at a PHA that should be submitting the SEMAP certification. If the executive director wishes to designate another PHA employee (e.g. Section 8 director) to be the primary submitter they may do so. The executive director may also designate a backup submitter in case of an emergency. These items should be

documented in writing so that it is clear who has responsibility for this task. In these cases, more than one person at the PHA would have the Submit role assigned to their user ID.

Issue	Solution
The user receives a 500 Internal Server Error.	The PHA IMS-PIC security administrator should check the role assignments in Security Administration to ensure that only one role is assigned in the SEMAP sub module. Multiple roles conflict with each other and cause the system to be confused as to what the user should be allowed to do.
The user believes they should be able to submit the certification, but does not see the Submission tab.	The PHA IMS-PIC security administrator should check the role assignments in Security Administration to ensure that the Submit role is assigned and that only one role is assigned in the SEMAP sub module. <i>See note above about who should have the Submit role assigned to them.</i>
When the user clicks on the PIH Information Center (PIC) link in their Secure Systems Main menu, they receive a message that their account is expired.	The PHA IMS-PIC security administrator should: <ol style="list-style-type: none"> 1. Go into the Security Administration sub module. 2. Click on the user ID for the affected user. 3. Click on Modify User Info. 4. Extend the Expiration Date (maximum allowed is three years into the future).
The user is unable to login to Secure Systems due to an Invalid Credentials error.	<p>Note: The local field office cannot help with this issue.</p> <p>Are no more than two failed login attempts, the user can reset their Secure Systems password by going to https://hudapps.hud.gov/reac/wass/resetPwd.html</p> <p>If the user has attempted and failed three times, their account is locked, and they will need to contact the REAC TAC to get their account unlocked. The TAC can be reached at 1-888-245-4860 or reac_tac@hud.gov. If sending an email containing a user ID, the email must be encrypted.</p>
The user is unable to login to Secure Systems due to an error that states their user account is not active.	<p>Note: The local field office cannot help with this issue.</p> <p>This error is usually caused by the user not logging into Secure Systems in the last 90 days. <i>All users must login to Secure Systems at least once every 90 days or their account will be terminated.</i> The user will need to contact the REAC TAC to get their account reinstated. The TAC can be reached at 1-888-245-4860 or reac_tac@hud.gov. If sending an email containing a user ID, the email must be encrypted.</p>

Small PHAs

Please review the [Small PHA Deregulation](#) section of this document for information on when a small PHA should and should not create and submit a certification in IMS-PIC.

SEMAP Appeal – Creating the IMS-PIC Portion

A SEMAP appeal includes two elements – submitting the appeal in IMS-PIC and submitting the supporting documentation to the local field office. Please see the [Important Information to Consider – Appeal Submission](#) section earlier in this document for more information on appeals.

1. Log into Secure Systems and select PIH Information Center (PIC) from your Secure Systems Main Menu by going to <http://www.hud.gov/offices/reac/online/reasyst.cfm>
2. Once you are on the PIC Main page single click on the link for the SEMAP sub module under the PIH Information module heading.
3. Once in the SEMAP sub module, single click on your PHA code.
4. Single click the New Appeal link on the right side of the page above the SEMAP Certification Details table.

The screenshot shows the SEMAP system interface. At the top, there are tabs for 'Assessment Profile', 'Reports', and 'Submission'. Below these is a navigation bar with 'List', 'Summary', 'Certification', 'Profile', and 'Comments'. The 'Submission' tab is active, displaying a form with the following fields:

- HQ Office: Public and Indian Housing
- HQ Division: PO Field Operations
- Hub: 7HKNC Kansas City Hub
- Field Office: 7DPH OMAHA PROGRAM CENTER
- Housing Agency: NE

Below this is a section for 'Housing Agency Details' with a dropdown menu for 'PHA Fiscal Year' set to '2013' and a 'Select' button. Other fields include 'FYE: 6/30', 'Status: Final Rating', 'Exec Director Approval Date: 10/17/2013', 'SEMAP Certification Due Date: 8/29/2013', and 'Corrective Actions Required: 1'.

At the bottom, there is a 'SEMAP Certification Details' table with a 'New Appeal' button highlighted in a red box. The table has the following data:

FYE	Certification/Profile	Submission Status	Overall Rating	Reason	Date
6/30/2013	Profile1	Final Rating	Standard	New Certification	10-17-2013
6/30/2013	Certification	Certification Submitted	--	New Certification	08-15-2013

Below the table is a 'Comment' field.

5. When asked if you really want to appeal to the field office, single click the OK button.

The screen print that follows steps 6-9 will highlight the areas discussed in those steps.

6. On the SEMAP Appeal page place a checkmark in the Select column for the indicator you wish to appeal – these are only done one at a time so if you are appealing more than one indicator you will just check the first one you are appealing now. In the HA Appeal Rating column select the point value you believe you should have received for the indicator being appealed. When you select the point value a window will pop up and ask you to enter a comment. After you have entered the comment about why you have selected that point value single click on the Save button. The system will confirm that the comment has been saved; single click the OK button.
7. The page will refresh and show the updated “appeal” score under Appealed Score. If you are only appealing one indicator proceed to step 6, otherwise go to step 5.
8. If you are appealing more than one indicator place a checkmark in the Select column for the next indicator you wish to appeal and select the point value for that indicator. You will repeat this process until you have selected all indicators you wish to appeal and chosen a point value.

9. Once you have made your selections single click on the Submit Appeal to HA Executive Dir button in the bottom right hand corner of the page. Note: The “Appealed Score” must result in a change in overall designation or the system will not allow you to complete the submission.

Appeal

Points Earned:	120	Appealed Score	120
Total Possible Points:	135		135
Overall Score(in %):	89		89
Overall Rating:	Standard		Standard
Appeal Status:	FO New Appeal		

Please select any indicator(s) you wish to appeal.

Select	Indicator #	Previous Rating	HA Appeal Rating
<input type="checkbox"/>	1 - Waiting List Selection	15	15
<input type="checkbox"/>	2 - Reasonable Rent	15	15
<input type="checkbox"/>	3 - Determination of Adjusted Income	15	15
<input type="checkbox"/>	4 - Utility Allowance Schedule	5	5
<input type="checkbox"/>	5 - HQS Quality Control	5	5
<input type="checkbox"/>	6 - HQS Enforcement	10	10
<input type="checkbox"/>	7 - Expanding Housing Opportunities	0	0
<input type="checkbox"/>	8 - Payment Standards	5	5
<input type="checkbox"/>	9 - Timely Annual Reexaminations	10	10
<input type="checkbox"/>	10 - Correct Tenant Rent Calculations	5	5
<input type="checkbox"/>	11 - Pre-contract HQS	5	5
<input type="checkbox"/>	12 - Annual HQS Inspections	10	10
<input type="checkbox"/>	13 - Lease-Up	20	20
<input type="checkbox"/>	14 - Family Self Sufficiency	NA	NA
<input type="checkbox"/>	15 - Deconcentration Bonus	0	0

To submit a SEMAP appeal:

10. The Executive Director or their designee will single click on the Submission tab. *If a staff person has created the SEMAP appeal the executive director will need to follow steps 1-3 to login and access their PHA in the SEMAP sub module.*

Assessment Profile Reports **Submission**

Submit Certification

HQ Office:	Public and Indian Housing
HQ Division:	PO Field Operations
Hub:	7HKNC Kansas City Hub
Field Office:	7DPH OMAHA PROGRAM CENTER
Housing Agency:	NE175 SOUTH SIOUX CITY
PHA Fiscal Year End:	6/30/2013

Submit Appeal

I hereby approve and submit to the Field Office the PHA's appeal of its overall SEMAP rating.

On the SEMAP Submission page it will indicate that an appeal is ready to be submitted. Single click the Submit button to submit the appeal request to the field office. The page will refresh and state that the appeal has been submitted. Single click on the OK button to finish the process. You will be taken back to the SEMAP Summary page and the status of the most recent profile created will be Appeal to Field Office.