# HUD Form 50058 Listening Session

Philadelphia | Jacksonville | Kansas City | **Denver** | Portland | Washington DC

April 2018

Presentation

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</tr>
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<td>Section 2: Overview of 50058 Module and Status of PIC-NG Development</td>
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<td>5</td>
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<td>42</td>
</tr>
</tbody>
</table>
Welcome

• Welcome and Opening Remarks

• HUD Form 50058 Listening Session
  – Focus for the past 2 years was moving the PIC 50058 module to a new IT solution and platform. **No changes were made to current business processes.** Emphasis has been on:
    ▪ Need to improve the availability of PIC;
    ▪ Reduce down time in processing PIC data;
    ▪ Reduce PIC data error rates; and
    ▪ Make enhancements to facilitate PIC integration with multiple vendor applications
  – Next Steps: Concentrate on 50058 **business process** improvements with the goal of improving accuracy and timeliness of data and lessening the reporting burden for PHAs
## What is a Listening Session?

- A meeting to discuss specific topics
  - Where HUD is requesting input on specific topics on the Form 50058
  - Participants are asked to provide information, feedback, and comments on these topics
  - Goal of which is to help HUD better shape future IT solutions and business processes surrounding the Form 50058

- Participant input
  - No intent or expectation to reach agreement or consensus
  - All comments/concerns/alternative ideas are welcomed
  - Sessions do not constitute an agreement of an IT solution or change in business process but the session is designed to share information to help HUD shape future system builds

- Encourage PHA and industry partner engagement throughout future development process

## 50058 Listening Session - Roadmap

- Initial 50058 Session – January 12, 2018 (Washington DC)
  - Participants were PHA software vendors and PHA industry representatives
  - Small group break-out sessions to discuss 3 major topics
  - Summary information of participant feedback from all groups was presented to the larger group

- Topics from the January 12th Session:
  - **Topic A (Current Environment):** What changes could be made to the 50058 module to enable it to be more efficient and relevant for data collection for PIH programs and other HUD offices?
  - **Topic B (Near-Future Environment):** What steps should HUD take to ensure that future program changes or initiatives can be easily and seamlessly integrated into PIC 50058?
  - **Topic C (Baseline, Archiving & Migration):** How should PIC handle changes to the collection and archiving of data as part of the new PIC 50058 module data migration and on an ongoing basis?
50058 Listening Session – Roadmap (continued)

- Build on conversation with PHA software vendors by convening six (6) PHA listening sessions scheduled across the country (February to April, 2018)

- Prior PHA listening sessions have already provided valuable insight and has influenced this listening session

- Information from all 50058 listening sessions will be used to hold discussions with HUD program offices that use or are impacted by the PIC 50058. These discussions will impact:
  - PIC 50058 system design;
  - Changes to HUD business processes; and
  - Changes to PHA processes

- HUD will develop list of priority enhancements and 50058 design; implementation schedule; and roll-out of PIC 50058 development timeline

What to Expect: Agenda

1. Welcome and Purpose (9:00 – 9:30)
2. Overview of 50058 Module & Status of PIC-NG Development (9:30 – 10:30)
3. Defining the 50058 (10:45 – 11:45)
   Lunch (11:45 – 12:45)
4. Improving 50058 Business Processing (12:45 – 3:15)
5. Implementing the New 50058 (3:15 – 3:45)
6. Next Steps (3:45 – 4:00)
## 50058 Listening Session Schedule

<table>
<thead>
<tr>
<th>#</th>
<th>HUD Field Office Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Philadelphia, PA</td>
<td>Wednesday, February 21, 2018</td>
</tr>
<tr>
<td>2</td>
<td>Jacksonville, FL</td>
<td>Tuesday, March 20, 2018</td>
</tr>
<tr>
<td>3</td>
<td>Kansas City, KS</td>
<td>Thursday, March 22, 2018</td>
</tr>
<tr>
<td>4</td>
<td>Denver, CO</td>
<td>Tuesday, April 3, 2018</td>
</tr>
<tr>
<td>5</td>
<td>Portland, OR</td>
<td>Monday, April 9, 2018</td>
</tr>
<tr>
<td>6</td>
<td>Washington DC</td>
<td>Wednesday, April 25, 2018</td>
</tr>
</tbody>
</table>

### Other Items

- **Cell Phones**
  - Please remember to turn off cell phones or put your phone on vibrate
  - If you need to leave in the middle of a discussion, please do so quietly

- **Valuables and Materials**
  - Please take valuables (phones, purses, etc.) with you on break and at lunch

- **Lunch**
  - Various locations outside of building
  - Will need to come back through security
Section 2: Overview of 50058 Module & Status of PIC-NG Development

April 2018

Section Focus

• Background and Status of PIC-NG Development

• HUD / Vendor IT Solution and New Platform – 50058 Module

• Initial Release (1.0)

• Next Step – Focus on 50058 Business Process
IMS/PIC

- Inventory Management System - PIH Information Center
  Receives millions of data points from more than 4,250 PHAs
  - Used by HUD to:
    - Calculate Operating Subsidy / Capital Fund
    - Validate Section 8 HAP and Admin Fees
    - Support program oversight for PHAS and SEMAP
    - Maintain inventory of developments, buildings, and units
    - Maintain household and tenant demographics (50058)
  - One of HUD’s most used systems
    - ~4,250 HUD users
    - ~44,200 PHA users
    - ~10,000 users per week
    - ~60 software vendors supporting PHAs
    - ~10 million 50058 annual submissions

Rationale for PIC Next Generation (PIC-NG) Development

- IMS/PIC developed in 1999 – 2000
  - No significant changes since 2007
  - Approximately 400 outstanding enhancement requests
- Availability (CY 2016)
  - Average 96% availability for the data center (M-F, 7am-9pm EST)
  - 10 days below 80% availability
- Integration with PHA applications
  - Difficult/Impossible to integrate PIC information into the PHAs’ respective applications
  - Batched data and fatal errors cause heavy administrative burden
  - Many PHAs use multiple vendors applications to manage their developments (e.g. mixed-finance, Rental Assistance Demonstration)
Issues with IMS/PIC

• Accuracy of 50058 information
  – Multiple OIG audit findings because of inaccurate information
  – 1.3 million of 10 million 50058 submissions rejected annually
    ▪ Average error resolution: 1 hour = 1.3 million hours administrative burden
    ▪ Equivalent of 625 FTEs nationwide
  – Significant lag between data input and data validation
  – No data validation prior to submission
  – Correcting/voiding records significantly effects PHA accounting software
  – Not all tenants have a social security number
  – Significant risk of Personally Identifiable Information (PII) exposure

Vision: PIC-NG Development

• Enterprise-ready, government-to-government (G2G) and business-to-government (B2G) solution which:
  – Improves quality, availability, timeliness, and delivery of information supporting HUD’s affordable housing programs
    ▪ Fully cloud-based – 24/7, no reliance on legacy data centers
    ▪ Micro services/application programming interfaces to enable full integration of IMS/PIC with PHA applications and facilitate interagency collaboration
  – Flexible to support evolving program changes (i.e., rental reform, HOTMA, RAD, MTW Expansion, FSS, and potential deregulation)
  – Significantly reduce administrative burden for PHAs and HUD staff
  – Integrate collection of housing information

• Section 8 and 9 Tenant Information (50058, 50059)
• Abatement, FSS
• Operating Fund (52722/23)
• Request for Tenancy Approval (52517)
• UPCS-V Physical Condition
• Demolition-Disposition of Public Housing properties
• Inventory of Public Housing units/buildings
• Financial Statements, FDS
PIC-NG Approach

• Stakeholder involvement
  – More than 90% of IMS/PIC information comes from PHAs
  – PHA vendors must update their respective software applications
  – PIC-NG necessary to facilitate business process improvements and regulatory burden relief

• Software development partnership between REAC and OCIO
  – OCIO Infrastructure, Enterprise Architecture, and Information Security
  – REAC Federal software development team (35 FTEs)
  – Utilizes HUD’s new cloud infrastructure

PIC-NG Approach

• Development methodology
  – AGILE- Incremental software delivery with increased functionality

• Stakeholder involvement and feedback
  – Monthly industry calls
  – Industry listening sessions
  – Joint development collaboration tools
  – Feedback on development and transition needs

• Email address: PICNG_REAC@HUD.gov
**Status of PIC-NG Development**

<table>
<thead>
<tr>
<th>Build</th>
<th>Current</th>
<th>Spring 2018</th>
<th>Summer 2018</th>
<th>Fall 2018</th>
<th>Winter 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Programming Interface (API) Testing</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
</tr>
<tr>
<td>Security Testing</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
</tr>
<tr>
<td>Tribal VASH 50058</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
</tr>
<tr>
<td>Section 8 50058</td>
<td>- Streamed Section 8 Submission - Batch Section 8 Submission (no Low Rent Submission)</td>
<td>- Streamed Section 8 Submission - Batch Section 8 Submission - Batch Low Rent Submission (back-end legacy) - Section 8 MTW</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
</tr>
<tr>
<td>Public Housing 50058</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
</tr>
<tr>
<td>SEMAP</td>
<td>- Submitting PHAs</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
</tr>
<tr>
<td>Low Rent Inventory (Building &amp; Unit)</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
</tr>
<tr>
<td>Demolition/Disposition</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
<td>- Fully Supported</td>
</tr>
</tbody>
</table>

**FCC/USAC** = Federal Communications Commission/Universal Service Administrative Company - USAC is a not-for-profit designated by the FCC to distribute funding to organizations that provide access to high-speed connectivity to rural, underserved, and difficult-to-reach areas (e.g., schools and libraries; rural health care facilities; Lifeline program; and companies working to expand connectivity infrastructure to unserved or underserved areas.)
PIC-NG: 50058 Release 1.0

What Will Change?

• New IT Platform and Solution which allows for greatly enhanced 50058 business processing

• New IT Design includes Micro Services / Application Programming Interface (API) (Allows PHA users to work exclusively in their own applications)

• Real time interfaces between PHA systems and PIC-NG
  ▪ Allows for both synchronous and asynchronous processing

• Improvements made to 50058 Submission Process and 50058 Correction Process

• Ability to handle Fatal Errors and Warnings Prior to submission of 50058

• Reduced risk of personally identifiable information (PII) exposure

What Will Not Change?

• No changes to the 50058 – same business rules, fields, edits, etc.

• File layout / field for 50058 submission are still the same (same Technical Reference Guide – TRG, e.g., fatal edits, warnings, batch layout, etc.)

New IT Platform - Solution
Release 1.0 (continued)

PHA Users to Work Exclusively in their System

PHA System • HUD Databases

PHA System Updated with New Functionality

Software Vendor Modifies their Code

HUD Code Release

Vendor Management System (VMS) • Quality Assurance Submitter (QAS) • HUD Code Release

Test Site for PHA Users - Test Site for HUD (TR71)

Systems
• Business Intelligence (BI) • Federal Assistance Information System (FAIS) • Federal Housing (FHA) • Field Entity (FE)

HUD • MultiFamily (MF) • Public Housing (PH)

PHA System

Vendor Management System (VMS) • Quality Assurance Submitter (QAS) • HUD Code Release

Test Site for PHA Users - Test Site for HUD (TR71)
In Your Daily Life

Application Programming Interfaces/ Synchronous

Expected Benefits of Solution to PHAs Release 1.0 (continued)

Pre-submission Edit Checks

• Completed 50058 data can be bounced against all the 50058 business rules prior to actual submission of the 50058 data (i.e., no more fatal errors)

Return Real Time Error Messages & Warnings
Expected Benefits of Solution to PHAs Release 1.0 (continued)

**Improvement 50058 Submission Error Correction Process**

- To correct errors, PHAs no longer have to use **void / resubmission** process. Instead, PHAs will be able to re-submit the 50058 that needs to be corrected with the same effective date. All records are retained.

<table>
<thead>
<tr>
<th>3. Household</th>
</tr>
</thead>
<tbody>
<tr>
<td>3a. Head of Household</td>
</tr>
<tr>
<td>Member number 01</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7. Income</th>
</tr>
</thead>
</table>
| No. | Household income code | Income.
| 1000 | $ | $ | $ | $ | $ | $ | $ |

**PIC NG 50058 Database**

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**Expected Benefits of Solution to PHAs Release 1.0 (continued)**

**Reduced Risk of PII Exposure**

- PHA provides SSN Information once
- HUD creates, stores and provides PHA a unique identifier
- Unique identifier is used instead of SSN

**Note:** SSN, TIN, EIN are all treated equally.
Next Steps – Focus on 50058 Business Process

• With the new design and platform in place, the emphasis shifts to:
  – Improvements & possible changes to Form 50058 data fields submitted
  – Continue to relax fatal errors to absolute minimum
  – Added efficiencies
  – Reduction of reporting burden
  – Enhanced Business Intelligence
  – Geocoding, mapping
  – Accurate information for accurate program funding
  – Phase out of batch processing and legacy system

PIC-NG: 50058 vs Legacy System

<table>
<thead>
<tr>
<th>PIC-NG 50058 Development</th>
<th>PIC 50058 Legacy System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 4.0, etc.</td>
<td></td>
</tr>
<tr>
<td>Release 3.0</td>
<td></td>
</tr>
<tr>
<td>Release 2.0</td>
<td></td>
</tr>
<tr>
<td>Release 1.0</td>
<td></td>
</tr>
</tbody>
</table>

Today
Target, Release 1.0 → June 2018
Target, Release 2.0 → January 2019

Future
Shaping Release 2.0 and Future Releases

• The focus of this listening session is to help HUD understand:
  – What overall business processing changes do PHAs feel are needed?
  – What specific business processing changes do PHAs feel are needed?
  – What should be the priority of the changes (i.e., understanding pain points)?

• Future releases will focus on changes to the 50058 Business Process:
  – How can 50058 business processing be improved?
  – How do PHAs and HUD use the 50058?
  – What are PHAs and HUD reporting needs?
  – How should changes be implemented?
    • What is the strategy and schedule for implementation?

• The next few slides provide examples of how 50058 business processing could possibly change due to the new IT environment

Possible Functionality
Example 1 – Real-Time Application / New Admission Validation

Example of Benefits
(1) Is this a valid SS#?
(2) Is the SS# currently in PH or HCV unit in any other PHA in the nation?
(3) Does this person owe funds to another PHA (EIV)?
Possible Functionality (continued)
Example 2 – Enhanced Data Edits

Example of Benefits
Real-Time Data Entry Edits

Example 3 – Increased Usage of API / Web-services

2. Action

2a. Type of action
2b. Effective date (mm/dd/yyyy) of action

Example of Benefits
2 - Annual Reexamination: EIV Income Information
4/5 - Port Move In/Out:
  ▪ Has the Initial PHA completed the Move-out Action
  ▪ Initial PHA contact information
  ▪ Transfer of program participant data
6 - End of Participation: Amount owed in EIV Debts Owed Module
**Possible Functionality (continued)**

**Example 4 – Expanded / Efficient Reporting**

Example - HUD to PHA FSS Participant Reconciliation Report

<table>
<thead>
<tr>
<th>PHA/HUD Name</th>
<th>HUD 50058 Data</th>
<th>PIC vs. PHA List</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Initial</td>
<td>Middle Initial</td>
<td>Last Name</td>
</tr>
<tr>
<td>F L MacIntosh</td>
<td>Y P</td>
<td>9/1/17</td>
</tr>
<tr>
<td>S M Siller</td>
<td>Y P</td>
<td>10/7/17</td>
</tr>
<tr>
<td>R M Goss</td>
<td>Y P</td>
<td>11/13/17</td>
</tr>
<tr>
<td>R M Grehouse</td>
<td>Y P</td>
<td>2/1/18</td>
</tr>
<tr>
<td>N M Jerry</td>
<td>N *</td>
<td>11/1/16</td>
</tr>
<tr>
<td>L N Callaham</td>
<td>N *</td>
<td>8/3/14</td>
</tr>
<tr>
<td>R A Adkins</td>
<td>Y P</td>
<td>7/1/14</td>
</tr>
<tr>
<td>H A Sims</td>
<td>N *</td>
<td>7/1/2013</td>
</tr>
</tbody>
</table>

**Example of Benefits**

- Expanded reporting allowing for comparison of data between PHA system and HUD databases
- Access to historical 50058 data (versus just current record)

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**Possible Functionality (continued)**

**Example 5 – PHA Enhanced Reporting**

**Example – PHA Level of Education Statistics**

<table>
<thead>
<tr>
<th>Highest Level of Education</th>
<th>Non Elderly / Disabled Head of Households Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>50</td>
<td>10%</td>
</tr>
<tr>
<td>High School/GED</td>
<td>275</td>
<td>55%</td>
</tr>
<tr>
<td>College Courses w/ No Degree</td>
<td>50</td>
<td>10%</td>
</tr>
<tr>
<td>Vocational Technical</td>
<td>75</td>
<td>15%</td>
</tr>
<tr>
<td>2-year College</td>
<td>20</td>
<td>4%</td>
</tr>
<tr>
<td>Bachelors</td>
<td>20</td>
<td>4%</td>
</tr>
<tr>
<td>Masters</td>
<td>10</td>
<td>2%</td>
</tr>
<tr>
<td>Total</td>
<td>500</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Example of Benefits**

- Ability to combine 50058 information with other data to address PHA reporting needs
Section 3:
Defining the 50058

April 2018

Section Focus

• PHA Data System vs the 50058
• Deficiencies with Current 50058 Form
• PHA Business Process and 50058
• HUD and PHA Reporting Needs
PHA Data System vs the 50058

• PHAs’ systems are typically organized by programs and activities:

<table>
<thead>
<tr>
<th>Programs</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Public Housing</td>
<td>• Application/Waitlist</td>
</tr>
<tr>
<td>• HCV</td>
<td>• Occupancy (Move In/Out)</td>
</tr>
<tr>
<td>• Section 8 Mod Rehab</td>
<td>• Rent Calculation</td>
</tr>
<tr>
<td>• Section Project-Based</td>
<td>• Rent Collection (Tenant Accounts Receivable)</td>
</tr>
<tr>
<td>• Multifamily</td>
<td></td>
</tr>
<tr>
<td>• Tax Credit Properties</td>
<td></td>
</tr>
<tr>
<td>• Rural Development</td>
<td></td>
</tr>
</tbody>
</table>

• PHAs’ systems also have the following modules:
  – **Public Housing Modules**: PH Inspections; Work Orders; Inventory; PHAS Reporting
  – **HCV Modules**: HQS Inspections, Rent Reasonableness; SEMAP
  – **PH and HCV**: Family Self-Sufficiency (FSS)

Data from the respective program and associated activities are used to populate the official 50058 that is transmitted to PIC.
**PHA Data System vs the 50058**

(continued)

- The 50058 must be completed for tenant in the following programs: Public Housing, HCV, and 8 Mod Rehab

- **Section 2 – Action.** Type of action; correction to a submission; FSS participant; Special vouchers or programs; PHA use only fields

- **Sections 6-9.** Household data used to determine rent calculation

- **Sections 10-15.** Rent calculation based on program type

- **Section 17 – FSS.** A progress report is required to be completed annually

<table>
<thead>
<tr>
<th>Section Name</th>
<th>PH</th>
<th>HCV</th>
<th>8 Mod Rehab</th>
<th>MTW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Agency</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>2. Action</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>3. Household</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>4. Background at Admission</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>5. Unit to be Occupied on Effective Date of Action</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>6. Assets</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>7. Income</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>8. Expected Income Per Year</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>9. Total Tenant Payment (TTP)</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Public Housing and Turnkey III</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Project-Based Certificates and Vouchers</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>12. HCV: Tenant Based Vouchers (MTW: includes Project-based)</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Section 8: Moderate Rehabilitation</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Skipped</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Homeownership Vouchers</td>
<td>x</td>
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<tr>
<td>16. Skipped</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. 50/Welfare to Work Addendum</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Rent Calculation & Current 50058**

- PHA Rent Calculation and the 50058: The tenant rent shown on the 50058 does not necessarily mean that this amount should be the rent that the tenant pays
  - Indicates that the math is correct
  - Does not mean that the underlying tenant information (e.g., medical deductions, income, number of dependents, etc.) is correct

- For the following programs, detail rent calculations are not available in the 50058; instead work-arounds are used:
  - RAD – HUD guidance is to provide the tenant rent on field “2q – PHA use only”
  - Project-Based Vouchers – Vendors are applying different work-arounds to calculate rent for PBV within their vendor system
  - Homeownership Vouchers and Manufactured Housing – 50058 does not handle situations where a PHA is making 2 separate HAP payments
Other Deficiencies with Current 50058

- Other Fatal Errors that Require Work-arounds:
  - Biennial HQS Inspection
  - Family Self-Sufficiency (FSS)

- Future Program Changes that Impact the 50058:
  - HOTMA Provisions
  - FSS Program Metrics
  - MTW Expansion
  - Rent Reform

Current PHA Business Process & 50058

- **Who at the PHA enters the “50058” data into the PHA’s system?**
  - Clerk for PHAs with centralized intake enter the application information in the PHA’s system?
  - Property managers or HCV specialists?

- **Who at the PHA reviews the 50058 prior to submission?**
  - Property managers or HCV specialists?
  - Compliance or Quality Control Reviewer?
  - PH or HCV Supervisor?
  - IT?
Current PHA Business Process & 50058  
(continued)

• **Who at the PHA is responsible for correcting warnings? Fatal errors?**
  – Do Property managers and HCV specialists correct their own warnings/fatal errors?
  – Compliance or Quality Control specialist?
  – PH or HCV Supervisor?

• **How easy is it for the PHA to correct warnings and fatal errors?**
  – Is there information that HUD can provide to help PHAs make the corrections?
## Top 10 – 50058 Fatal Errors

<table>
<thead>
<tr>
<th>#</th>
<th>Error Code</th>
<th>Error Description</th>
<th>Total</th>
<th>Error Category</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>4080</td>
<td>A record with a later Effective Date exists in the database. Either remove the later record or change this effective date to a later date</td>
<td>74,390</td>
<td>Sequence</td>
<td>17.3%</td>
</tr>
<tr>
<td>2</td>
<td>4174</td>
<td>This is a new tenant in IMS-PIC. No 50058 data for this Head of Household exists. At least one New Admission or Historical Adjustment record must be submitted first</td>
<td>50,461</td>
<td>HoH</td>
<td>11.7%</td>
</tr>
<tr>
<td>3</td>
<td>4042</td>
<td>For this action type, HOH or Former HOH SSN should be same as the one existing for this Building Number, Building Entrance Number &amp; Unit Number</td>
<td>20,852</td>
<td>HoH</td>
<td>4.9%</td>
</tr>
<tr>
<td>4</td>
<td>4044</td>
<td>Unit must be vacant in case of New Admission, Historical Adjustment, or Other Change of Unit</td>
<td>18,695</td>
<td>HoH</td>
<td>4.4%</td>
</tr>
<tr>
<td>5</td>
<td>4173</td>
<td>This tenant already exists at this PHA in the IMS-PIC database. New admission cannot be accepted</td>
<td>17,608</td>
<td>HoH</td>
<td>4.1%</td>
</tr>
<tr>
<td>6</td>
<td>4006</td>
<td>PHA Code for tenant does not match with existing PHA Code in database</td>
<td>16,219</td>
<td>Portability</td>
<td>3.8%</td>
</tr>
<tr>
<td>7</td>
<td>5332</td>
<td>The SSN or AID in this household was previously found to appear in other households. Please refer to Chapter 5 of Technical Reference Guide (TRG) for instructions to submit Form 50058 for this SSN</td>
<td>10,713</td>
<td>Portability</td>
<td>2.5%</td>
</tr>
<tr>
<td>8</td>
<td>4176</td>
<td>A different unit is already occupied by this Head of Household. Use action 7 to change a unit</td>
<td>9,153</td>
<td>HoH</td>
<td>2.1%</td>
</tr>
<tr>
<td>9</td>
<td>5348</td>
<td>The SSN is an active record in another agency and there is no overlapping date situation. Port Out cannot be accepted and is not necessary</td>
<td>8,862</td>
<td>Portability</td>
<td>2.1%</td>
</tr>
<tr>
<td>10</td>
<td>All Other (473 different fatal error message types)</td>
<td>202,607</td>
<td>47.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>429,560</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Top 10 – 50058 Warnings

<table>
<thead>
<tr>
<th>#</th>
<th>Error Code</th>
<th>Error Description</th>
<th>Total</th>
<th>Error Category</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>4126</td>
<td>Last Modified Date should not be more than 120 days earlier or 2 days later than the transmission date</td>
<td>105,688</td>
<td>Portability</td>
<td>37.2%</td>
</tr>
<tr>
<td>2</td>
<td>5355</td>
<td>In the future, you will no longer be able to submit a record for a new tenancy or move-in unless there is an action code 10 (issuance of voucher) for the family.</td>
<td>38,110</td>
<td>Portability</td>
<td>13.4%</td>
</tr>
<tr>
<td>3</td>
<td>5295</td>
<td>This SSN/AID in this household appears in other households. Check the Possible Dup Tenant Report</td>
<td>27,253</td>
<td>Portability</td>
<td>9.6%</td>
</tr>
<tr>
<td>4</td>
<td>4666</td>
<td>Payment Standard to Family is less than 50 or greater than 3000</td>
<td>17,241</td>
<td>Portability</td>
<td>6.1%</td>
</tr>
<tr>
<td>5</td>
<td>5359</td>
<td>More than 12 months have passed since last FSS enrollment or progress submission. FSS progress reports must be completed at least annually during each family’s participation in the FSS program.</td>
<td>7,657</td>
<td>FSS</td>
<td>2.7%</td>
</tr>
<tr>
<td>6</td>
<td>5359</td>
<td>More than 12 months have passed since last FSS enrollment or progress submission. FSS progress reports must be completed at least annually during each family’s participation in the FSS program.</td>
<td>7,416</td>
<td>FSS</td>
<td>2.6%</td>
</tr>
<tr>
<td>7</td>
<td>4670</td>
<td>Rent To Owner is less than 5 or greater than 3000</td>
<td>7,314</td>
<td>Portability</td>
<td>2.6%</td>
</tr>
<tr>
<td>8</td>
<td>5304</td>
<td>TTP is normally not greater than 2250</td>
<td>6,895</td>
<td>Utility Allowance</td>
<td>2.4%</td>
</tr>
<tr>
<td>9</td>
<td>4506</td>
<td>Utility Allowance is greater than 400</td>
<td>6,620</td>
<td>Utility Allowance</td>
<td>2.3%</td>
</tr>
<tr>
<td>10</td>
<td>All Other (58 different warning message types)</td>
<td>59,641</td>
<td>21.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>283,835</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
New PHA Business Process & 50058

• Decision Point 1: Would PHA submit 50058s as individual files or batch?
  – Would PHAs do both – submit individual files and batch?
  – Would PHAs change frequency of submission to PIC?

• Decision Point 2: Who at the PHA is responsible for reviewing 50058 prior to submission?
  – Would intake clerk or property managers/HCV specialists perform pre-submission edit checks prior to actual submission of 50058?

• Decision Point 3: Who at the PHA is responsible for submitting the 50058s to PIC?
  – Would property managers or HCV specialists submit their own 50058s to PIC?
HUD and PHA Reporting Needs

• **HUD Reporting Needs.** HUD uses the 50058 data for the following purpose:
  – PHA’s compliance with program regulations
  – Reporting to oversight agencies on program performance and tenant characteristics: tenant household composition; sources of income, rent charged, etc.
  – Funding: Current > FSS Service Coordinators NOFA
  – Funding: Future > Calculate HAP and Administrative Fee)
  – Funding: Future > Tenant Rental Income for Operating Fund
  – Program Performance: Future > Program metrics for FSS, MTW, and new initiatives

HUD and PHA Reporting Needs
(continued)

• **PHA Reporting Needs:**
  – What data do PHAs use from HUD’s 50058 system?
    - Do PHAs check to see if data in the PHA’s system match the data in HUD’s 50058? For example, do PHAs reconcile the data in their system with HUD’s 50058 for count of FSS participants?
  – Is there other data that HUD should collect on the 50058 that would be useful for PHAs?

<table>
<thead>
<tr>
<th>Additional 50058 Data Collection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Level</td>
</tr>
<tr>
<td>Language Spoken</td>
</tr>
</tbody>
</table>
Section 4:
Improving 50058 Business Processing

April 2018

Session Focus

- How should the 50058 Business Model and Business Processes be Redesigned to Improve Efficiency and Effectiveness?
  - Where are there current problems with the 50058 which cause inefficiencies in how your PHA complete its work?
  - What enhancements can be made to 50058 processing to improve the accuracy of the data?
  - How should the 50058 be redesigned to lessen reporting burden or improve the quality of reporting?
  - How can 50058 data be better used to improve program oversight?
  - How can 50058 data be used to provide for more accurate and timely funding?
  - How should HUD re-design the 50058 for both HUD and PHAs to be able to change their business process and IT systems to implement needed changes in a timely manner?
Rethinking Relationship of Program Type Codes, Action Codes, and Business Rules

Available Action | Program | Program Specific | New Actions?
--- | --- | --- | ---
New Admission | PH/VO | Flat Rent Annual Update | PH
Annual Reexamination | PH/VO | Portability - Move In | VO
Interim Reexamination | PH/VO | Portability - Move Out | VO
End of Participation | PH/VO | Issuance of Voucher | VO
— | PH/VO | Expiration of Voucher | VO
— | PH/VO | Annual HQS Inspection | VO
— | PH/VO | — | —

Program and Sub-program Codes
(Field 2n-Other Special Programs)

<table>
<thead>
<tr>
<th>ID</th>
<th>Program</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PH</td>
<td>EDSS</td>
<td>Economic Development and Supportive Services Program</td>
</tr>
<tr>
<td>2</td>
<td>PH</td>
<td>HOPE</td>
<td>Homeownership and Opportunity for People Everywhere VI Resident Service Program</td>
</tr>
<tr>
<td>3</td>
<td>PH</td>
<td>PHDEP</td>
<td>Public Housing Drug Elimination Program</td>
</tr>
<tr>
<td>4</td>
<td>PH</td>
<td>ROSS</td>
<td>Resident Opportunities and Self Sufficiency</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ID</th>
<th>Program</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>S8</td>
<td>DHAPK</td>
<td>DHAP 8SM Conversion Voucher</td>
</tr>
<tr>
<td>2</td>
<td>S8</td>
<td>DIVKE</td>
<td>DHAP-Ike and Disaster Voucher Program Conversion Voucher</td>
</tr>
<tr>
<td>3</td>
<td>S8</td>
<td>FUPF</td>
<td>Family Unification Program-Eligible Family</td>
</tr>
<tr>
<td>4</td>
<td>S8</td>
<td>FUPY</td>
<td>Family Unification Program-Eligible Youth</td>
</tr>
<tr>
<td>5</td>
<td>S8</td>
<td>KATHU</td>
<td>Katrina Temporary Housing Unit Voucher</td>
</tr>
<tr>
<td>6</td>
<td>S8</td>
<td>LIT</td>
<td>Litigation</td>
</tr>
<tr>
<td>7</td>
<td>S8</td>
<td>MSS</td>
<td>Mainstream 5 years</td>
</tr>
<tr>
<td>8</td>
<td>S8</td>
<td>MTO</td>
<td>Moving to Opportunity</td>
</tr>
<tr>
<td>9</td>
<td>S8</td>
<td>NED</td>
<td>2009 Non-Elderly Disabled Voucher</td>
</tr>
<tr>
<td>10</td>
<td>S8</td>
<td>NHT</td>
<td>2009 Nursing Homes Transitional Voucher</td>
</tr>
<tr>
<td>11</td>
<td>S8</td>
<td>PHRR</td>
<td>Public Housing Relocation/Replacement</td>
</tr>
<tr>
<td>12</td>
<td>S8</td>
<td>RADMR</td>
<td>Rental Assistance Demonstration/Moderate Rehabilitation</td>
</tr>
<tr>
<td>13</td>
<td>S8</td>
<td>RADPH</td>
<td>Rental Assistance Demonstration/Public Housing</td>
</tr>
<tr>
<td>14</td>
<td>S8</td>
<td>RADRP</td>
<td>Rental Assistance Demonstration/Rental Assistance Payments</td>
</tr>
<tr>
<td>15</td>
<td>S8</td>
<td>RADRS</td>
<td>Rental Assistance Demonstration/Rental Supplement</td>
</tr>
<tr>
<td>16</td>
<td>S8</td>
<td>ROC</td>
<td>Regional Opportunity Counseling</td>
</tr>
<tr>
<td>17</td>
<td>S8</td>
<td>ROSS</td>
<td>Resident Opportunities and Self Sufficiency</td>
</tr>
<tr>
<td>18</td>
<td>S8</td>
<td>RPBV</td>
<td>RAD Project Based Vouchers</td>
</tr>
<tr>
<td>19</td>
<td>S8</td>
<td>TCU</td>
<td>Tax Credit Unit</td>
</tr>
<tr>
<td>20</td>
<td>S8</td>
<td>VASH</td>
<td>Veterans Administration Supportive Housing</td>
</tr>
</tbody>
</table>
# Homeownership Vouchers

- **Homeownership Vouchers** (Section 15)
  - The 50058 asks for the total amount of HAP that is paid. Some PHAs indicate that they make two (2) HAP payments: 1) to the mortgage company, and 2) utility allowance to the tenant or utility company. The suggestion was to have 2 fields on the 50058 to account for when the PHA is making 2 separate HAP payments
    - Are there instances where a PHA is making 2 separate HAP payments for Homeownership Vouchers?
  - Are there other reporting issues with Homeownership Vouchers and the 50058?

## Manufactured Housing

- **Manufactured Housing** (Section 12 – HAP for Vouchers)
  - HAP payments can be made for the trailer, the space/pad that the trailer sits on, or both. Some PHAs state that the 50058 does not currently handle situations where the HAP is used to pay for both the trailer and space and the PHA is making 2 separate HAP payments
    - Are there instances where a PHA is making 2 separate HAP payments for Manufactured Housing?
    - Could a PHA be making 3 separate HAP payments – 1) trailer; 2) pad; and 3) utility allowance to tenant or utility company?
    - Is this a PHA reporting preference on how information should be shown on the 50058? (Not currently a HUD requirement that the amounts are shown separately)
  - Are there other reporting issues with Manufactured Housing and the 50058?
Portability - General

- **Known Issues**
  - Administratively very burdensome as both PHAs must coordinate 50058 processing in order to move out and move in the family to the other PHA’s jurisdiction
  - Need for guidance / training as certain portability issues that have been brought up seem related to improper processing
  - Payments of associated HAP and administrative fee

- **Possible Efficiencies**
  - Webservices:
    - Query 50058 data from respective PHA for port in family
    - Transfer of 50058 data from initial PHA
    - Generate move-out record for initial PHA (including removal of erroneous EOP record)
  - Provide HUD funding to receiving PHA directly
  - PIC-NG / vendor system re-designed to help user properly complete port-out processing (e.g., error messages, screen guidance & prompts)

Portability - Typical Processing

- **Typical Portability Processing**
  - Initial PHA: action code 10: Issuance of Voucher
  - Initial PHA: action code 5: Move-out
  - Receiving PHA: action code 4: Move-in
  - Receiving PHA properly completed 12d – 12e of 50058

- **Processing Problems are Likely Training Issues**
  - Incorrect use of action code 1: New Admissions or action code 6: End of Participation (including when absorbing)
  - Failure to properly report 12d – 12e (including when absorbing)
Portability – Project-Based Vouchers Processing

- **Portability Processing – Project Based Vouchers**
  - Initial PHA: Action code 10 – Issuance of Voucher
  - Initial PHA: Need to change voucher type from project-based to tenant-based
    - No longer use section 11 of 50058 (TTP/HAP for PBV)
    - Complete section 12 of 50058 (TTP/HAP for Vouchers)
  - Complete processing of port-family with normal move-in / out action codes and use of 12d – 12e of 50058

- **Processing Problems are Likely Training Issues**
  - Need to update voucher type from project-based to a tenant-based voucher

Portability – VASH Processing

- **Portability Processing – VASH**
  - Use normal processing procedures from a 50058 processing perspective
  - However, there are certain requirements on VASH portability
    - Within VAMC catchment area
      1. Receiving PHA administers VASH, receiving PHA may bill or absorb (2n = VASH)
      2. Receiving PHA does not administer VASH, receiving PHA must bill (2n = VASH)
    - Outside VAMC catchment area and new VAMC area has slot
      1. Receiving PHA must administer VASH and absorb (2n = VASH)
    - Case management no longer required
      1. Receiving PHA does not need to administer VASH program
      2. Receiving PHA can absorb or bill, if billed receiving PHA must mark this tenant as a VASH program participant (2n = VASH)
Multiple (Overlapping) Subsidy

- **Scenario 1:** Family is receiving assistance under multifamily housing program through 3/31 at HA 1. Family applies for and receives a HCV tenant-based voucher as of 3/15 at HA 2. There is multiple subsidy for the period 3/16 to 3/31

- **Scenario 2:** Family is receiving PH assistance at Housing Authority 1 and is supposed to switch to a HCV voucher on 4/1 but the tenant is unable to move out of the PH unit until 4/4. There is an overlap of subsidy (PH and HCV) for 3 days (4/1 to 4/3)

- **Scenario 3:** Family has an HCV voucher, and it is March, the 12th month of the family’s lease to Landlord 1 and the family moves out mid-month. The family signs a new lease with Landlord 2 effective for 3/15

---

**Example HCV Funding Model (continued)**

![Diagram showing data elements and benefits]

**Benefits**
- Reduces HUD Reporting Burden by Elimination of VMS
- One source of data (50058)
- No substantive change to PHA business process
- Same concept for Operating Fund formula
**HCV Funding and 50058 Data**

- Know issues that will require special processing / handling in order to provide accurate funding (includes funding adjustment to prior month data)

<table>
<thead>
<tr>
<th>50058 Funding Modifications</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>#</strong></td>
<td><strong>Item</strong></td>
</tr>
<tr>
<td>1</td>
<td>No Fatal Errors</td>
</tr>
<tr>
<td>2</td>
<td>Tenant / Owner / PHA Corrections and Retroactive Activity</td>
</tr>
<tr>
<td>3</td>
<td>Rental Assistance Demonstration (RAD) Program</td>
</tr>
<tr>
<td>4</td>
<td>Abatements</td>
</tr>
<tr>
<td>5</td>
<td>Holds</td>
</tr>
<tr>
<td>6</td>
<td>Mid-Month Move In</td>
</tr>
<tr>
<td>7</td>
<td>Mid-month Move-out</td>
</tr>
</tbody>
</table>

**HCV Funding and 50058 Data (continued)**

<table>
<thead>
<tr>
<th>50058 Funding Modifications (continued)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>#</strong></td>
<td><strong>Item</strong></td>
</tr>
<tr>
<td>8</td>
<td>Port-outs Administered by Another Agency</td>
</tr>
<tr>
<td>9</td>
<td>PBV Vacancy Loss</td>
</tr>
<tr>
<td>10</td>
<td>Overlapping Subsidy</td>
</tr>
<tr>
<td>11</td>
<td>Gaps in Occupancy</td>
</tr>
<tr>
<td>12</td>
<td>Reasonable Accommodations</td>
</tr>
<tr>
<td>13</td>
<td>Homeownership - Participants with Low Income</td>
</tr>
<tr>
<td>14</td>
<td>Manufactured Home Space - Participants with Low Income</td>
</tr>
</tbody>
</table>
Example HCV Funding Model

CURRENT FUNDING MODEL

- PHA 50058 Submissions → PIC
- Monthly VMS Submission → HCV Funding Module
- Other Data
- HUD HAPCAPS Bank Account

PROPOSED FUNDING MODEL

- PHA 50058 Submissions → Data Management → Funding Rules Engine → HAPCAPS → Bank Account
- See Note 1

- Approach Similar to 50059 Model
  - Payment of Funds based on Accuracy of Data
  - Scoring Methodology Applied to Data

1. Includes initial and final calculation, HUD and PHA review of variances and resubmission of data if needed

Limitation of Current 5058 Design

- Certain 50058 fields are dependent on the action code chosen which causes difficulties for reporting / analysis
  - Action Code 1 & Homeless at Admissions field,
  - FSS contract start and end dates
- No action code for change of ownership of unit but is necessary part for processing HAP payments
- Need for PBV and PH Mixed finance project data to be associated with the unit, including a better process for reporting floating units
- Allow for coding of PHA-wide policy to minimize HUD questions of PHA submitted data (e.g., interim re-examination policy, inspection policy, etc.)
Limitation of Current 5058 Design (continued)

• Changes to Head of Household
  – Results in 50058 errors and warnings
  – Loss of data and improper history of family
  – Issues may relate to individual vendor systems and 50058 processing (populating 3W - Former HoH and sequencing)

• Tenant changes from one form of assistance to another or changing voucher type
  – Expand functionality in vendor systems
    Example: Action Code 6: End of Participation - 50058 data streamed when changing assistance type (i.e., RAD)

• FSS addendum available only if “FSS participant” (2k) is marked “Yes”

Limitation of Current 5058 Design (continued)

• Need action code for unleased applicant (displaced family, litigation unit, etc.)

• For FSS, would like ability to use the anniversary of the FSS enrollment date as the anniversary of family enrollment for PH or HCV program so that annual reexamination and FSS annual progress report can be conducted at the same time

• Need for better guidance on proper use of action codes
  – Example: VASH voucher to HCV voucher
    ▪ Is there a voucher issuance or interim 50058 needed?
    ▪ Generates reconciliation problems with VMS and VMS guidance
Improving Data Accuracy

• Data Accuracy
  – What design changes can be made to help ensure data accuracy?
    ▪ Calculate age automatically based on DOB
    ▪ Use of standard formats – Owner ID, SSN, Address, etc.
      1. Do not use single string
      2. Vendor to apply data entry mask but to comply with HUD standard in transmission of data
    ▪ Automatically validate address information with third-party (i.e., US Postal Service)
  – What changes to functionality can be made to help ensure data accuracy?
    ▪ Single unit information table with unique identifier that links to 50058 and all other reports (e.g., inspectors, tax credit reporting, etc.), including single federal standards used to classify the characteristics of the unit
    ▪ Unique 50058 identifier which would be stored in the both the PHA and HUD databases to allow for easy identification of specific 50058 and could be used to link to other data sets

Improving Efficiency

• Enterprise Income Verification (EIV) system
  – New EIV tool available to all PHAs – **Target**: June – November 2018
  – EIV tool available via web-service call – **Target**: Fall/Winter 2018
Improving Efficiency

• **Efficiency through Webservices / Application Programming Interface (API)**
  – What data contained in HUD systems can be made available to PHAs in the processing of a 50058?
    ▪ EIV Debt Owed Module Webservice – 1) Automatically transfer owed funds to Debt Owed module; 2) Allow for adjustment to debt amount; and 3) Automatically display debt owed information for a new admission

• **Other Possible Efficiencies**
  – What other changes to business processes or policy changes should be considered for improving 50058 processing?
    ▪ Need for EIV data to be more timely
    ▪ Increase re-certification timeframe for elderly / disabled families to three years
    ▪ Remove interim rent calculation field so when future rent profiles are added, there is no form change

Balancing 50058 with HUD Reporting Needs

• **Accurate Reporting**
  – Data from the 50058 is used by both PHAs and HUD for various reporting needs. What considerations are needed to ensure reports based on the 50058 are accurate and timely
    ▪ Collection of program performance metrics / goal data
    ▪ Action Code 13 – Annual HQS Inspection Only – UPCS Federal Corrects Issues
    ▪ Appropriate process / design for new reporting need. Example: Reason for End of Participation

• **Reason for End of Participation.** Examples of reasons for EOP:

<table>
<thead>
<tr>
<th>FSS</th>
<th>WtW Vouchers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Left voluntarily</td>
<td>• Family left voluntarily</td>
</tr>
<tr>
<td>• Asked to leave program</td>
<td>• Subsidy terminated for HCV violation, other than WtW violation</td>
</tr>
<tr>
<td>• Portability move-out</td>
<td>• Portability move-out</td>
</tr>
<tr>
<td>• Contract expired/family did not fulfill obligations</td>
<td>• Subsidy terminated for WtW violation</td>
</tr>
<tr>
<td>• Left because essential service was unavailable</td>
<td>• Family no longer needs subsidy</td>
</tr>
</tbody>
</table>
Improving Reporting – FSS Program Example

• Example FSS - Accurate Reporting
  – Current Process
    
    POSSIBLE FSS REPORTING FLOW
    
    PHA \[→\] FSS Program Metrics \[→\] SD508 Submissions \[→\] IMS/PIC SD008 \[→\] Report
    
    PHA \[→\] FSS Program Metrics \[→\] Data Management \[→\] Report
    
    FSS CURRENT REPORTING FLOW
    
    PHA \[→\] FSS Program Metrics \[→\] SD008 Submissions \[→\] IMS/PIC SD008 \[→\] Report
    
    PHA \[→\] FSS Program Metrics \[→\] Data Management \[→\] Report
    
  – Improvements to Reporting:
    ▪ Proper identification/link to FSS participant and associated data (both head of household and non-head of household, regardless of program)
    ▪ Improve variance reporting between PHA FSS program records and PHA & HUD systems data

Improving Program Oversight

• Business Intelligence / Reporting
  – What Information and/or reports are needed by PHAs so the PHA can provide better program oversight?
    ▪ Easier association of project, unit, and PBV
    ▪ Income targeting
    ▪ Utility allowances
    ▪ Fair Market Rent (FMR)
New 50058 Requirements

• Implementing 50058 Business Process Changes
  – What should be the design policy of the 50058 in order for 50058 data to be “accepted” in HUD’s database when HUD business rules / edits do not reflect the current environment?
    ▪ Core data and optional/required appendix data

<table>
<thead>
<tr>
<th>9. Total Tenant Payment (TTP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>9a. Total monthly income: 8a = 12</td>
</tr>
<tr>
<td>9c. TTP if based on annual income: 9a X 0.10</td>
</tr>
<tr>
<td>9d. Adjusted monthly income: 8y = 12</td>
</tr>
<tr>
<td>9e. Percentage of adjusted monthly income: use 30% for Section 8</td>
</tr>
<tr>
<td>9f. TTP if based on adjusted annual income: (9d X 9e) ÷ 100</td>
</tr>
<tr>
<td>9g. Welfare rent per month (if none, put 0)</td>
</tr>
<tr>
<td>9h. Minimum rent (if waived, put 0)</td>
</tr>
<tr>
<td>9i. Enhanced Voucher minimum rent</td>
</tr>
<tr>
<td>9j. TTP; highest of lines 9c, 9f, 9g, 9h, or 9i</td>
</tr>
</tbody>
</table>

New 50058 Requirements

• Changes to Law and Regulations
  – Has HUD’s handling of the 50058 submission process due to recent program changes in law and regulations affected your PHA?
    ▪ PHA Use Only fields
      1. HUD is now requiring the use of these fields to be used, most notably RAD
      2. Is PHA software sufficiently flexible to accommodate a PHA’s individual need for data and reports for program oversight?
    ▪ While HUD has not updated the PIC 50058 system for some time, the 50058 should have a version control number that can be tied to individual 50058
    ▪ Expanded MTW Program – Family Reporting System (FRS) Tool will need to be modified to handle MTW 50058
Section 5:
Implementing the New 50058

April 2018

Session Focus

- How should the new 50058 Business Model and Process be implemented to help ensure a smooth implementation?
  - How should HUD and PHAs transition to PIC-NG: 50058?
  - What is an appropriate schedule / timeframe for such an implementation?
  - What are important items to consider in the implementation?
  - How should HUD handle the migration of 50058 data from the PIC legacy system to PIC-NG?
Transitioning to PIC-NG 50058

1. 100% Transition to PIC-NG will occur over a period of time
2. There will be a series of releases to accomplish the transition
3. HUD, PHAs, and software vendors should be better off transitioning sooner rather than later

Transitioning to PIC-NG 50058 (continued)

• Transition Items to Consider
1. What are the pros and cons of optional and mandatory transition periods on releases?
   ▪ How can HUD hold a PHA responsible to a transition timeline, if the software vendor will not make the necessary changes?
   ▪ Adopt HUD’s multifamily model for TRACs system changes which provides for an optional implementation time frame and a required implementation date (normally six months after guidance is issued)
2. What incentives could HUD consider in order for PHAs to transition more quickly?
3. What are constraints / events that could impact a transition?
   ▪ Funding cuts have reduced PHA staffing levels making it difficult to support essential operations and taking on new efforts (such as major system changes)
   ▪ HUD needs to ensure they can provide both business and IT support to PHAs (help desk, informed PIC coaches, ability to answer questions and resolve problems quickly)
   ▪ Data migration cannot occur during the first part of the month due to rent collection / HAP processing
   ▪ No retroactive changes – Many PHAs schedule their work 3 months out and therefore annual reexamination, interims, etc. already may be completed
4. What are problems in running parallel systems?
   ▪ PHAs do not have resources to support parallel systems
   ▪ HUD also has limited resources to support parallel efforts
Steps in Integrating New Code

- What items should be considered to help ensure an appropriate roll-out schedule and timeframe for implementation?
  1. Need time / forum for vendors and PHAs to ask questions to and receive answers from HUD on issued guidance
  2. Need for sufficient lead time after requirements are finalized and issued for vendors to make system changes, including notification of issuance to both PHAs and vendors
  3. Need sufficient time for PHA staff training – IT system training and business process training (i.e., need to provide real examples to show intent of how HUD guidance is supposed to be implemented (i.e., the why / thought process behind the screens)
    - Vendors have stated that one of their goals is to minimize front-end changes as much as possible in order to minimize learning curve
    - HUD is not adding requirements but is correcting problems and looking to streamline and add efficiencies

Necessary Implementation Considerations

- Need for Timely Business Requirements
  - Are there other items HUD needs to provide to PHAs and their software vendors to ensure that the PHA can make appropriate changes in their IT and business process?
    1. Business
      - Non-technical guidance for 50058 system users and industry trainers
      - Expanded field definitions with examples and guidance on how to apply the definition
      - HUD to provide a plain English list of changes/enhancements that the vendor system should have incorporated as part of the vendor’s system upgrade
    2. Information Technology
      - API code (IT – speak in order to code)
      - Test data with answers
      - Timely, accurate, up-to-date requirements
    3. Need for centralized HUD 50058 Business Manager and support staff to answer business and IT questions / report problems / coordinate – prioritize changes
Data Migration

• **HUD 50058 Data**
  1. How and when do PHAs use 50058 data held in HUD’s database?
    - HUD 50058 reports
    - SEMAP indicator reports
    - FSS participant counts
    - Quality control of their own 50058 data (ensure PHA data matches HUD system data)
  2. What is the baseline of data from the legacy system that should be brought over into PIC-NG data tables?
    - Current Record & Select Fields vs. Everything
  3. If only limited data is brought forward into the new system, is there a PHA need to still be able to access HUD legacy data? What would be the extent of legacy data that is most likely needed?
  4. Should PHAs submit older data into new 50058 PIC-NG tables, thereby allowing data to be submitted under new business rules?
  5. If legacy data is brought over what and how much data needs to be validated?

Data Migration (continued)

• **PHA Lessons Learned**
  – For PHAs that have changed software vendors and completed major software upgrades what lessons did you learn?
  1. How much of the 50058 data from your legacy system was transferred into your new system and was this the correct amount?
  2. How did your PHA validate the 50058 data in the new system?
  3. Were you able to access all or some of your legacy 50058 data and was it efficient?
  4. What were some of the implementation process that you expected to be troublesome but went smoothly, expected to go bad and went badly, etc.?
  5. When your PHA implemented the software change did the implementation timeline hold to the expected schedule? Why?
  6. How quickly did users of the 50058 system adopt and become proficient in the new system?
  7. How was staff training provided and did staff need more or less training, etc.?
Next Steps – Target Timeframe

- **April 2018**: Complete Remaining Listening Sessions
- **May 2018**: Synthesize Input
- **May/June 2018**: Meet with HUD Offices
- **June 30, 2018**: Determine Scope of Release 2.0
- **Provide Notice and Information for Implementation**
- **January 2019**: Target
- **Implement Release 2.0**
Listening Session Conclusion

• Final Thoughts

• Please complete your evaluations

• Continue to provide your thoughts at 58sessions@hud.gov