Public and Indian Housing (PIH)
Real Estate Assessment Center (REAC)
Inventory Management System (IMS)
PIH Information Module
SEMAP sub Module

U.S. Department of Housing and Urban Development (HUD)

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1.0 PIH INFORMATION
1  PIH INFORMATION

The PIH Information module allows the user to access the SEMAP sub module and the Risk Assessment sub module. These sub modules provide the functionality to rate PHA performance from different aspects. These two ratings affect the type and amount of funding that a PHA gets based on its performance, so it is important for PHAs to receive good scores on their performance.

The DIS and KDHAP sub modules allow the users to access information about disaster affected areas. They monitor household information for households affected by natural disaster.
1.1 SEMAP

The SEMAP sub module allows the PHAs to submit data for SEMAP scoring and certification. The SEMAP certification takes place every year for PHAs based on their FYE (fiscal year end). To pass the SEMAP certification, PHAs must submit the SEMAP profile within 60 days from their fiscal year end.

The SEMAP certification determines the overall rating of a PHA. Every PHA that participates in the Section 8 or Combined program types has to submit the SEMAP certification profile every year. If a PHA fails to submit for SEMAP certification or gets a very low score, then this PHA is considered to be troubled and has to work with the TARC office to ensure their recovery.

1.1.1 Assessment Profile

To submit a profile for certification, the user has to select the PHA to submit the SEMAP profile in the List sub tab of the Assessment Profile tab (see Figure 1).

![Figure 1: The List sub tab of the Assessment Profile tab](image)

To select the desired PHA, the user must select the appropriate Field Office in the Field Office list. After the user clicks Select, the program refreshes the page. Now, the user can either select the desired PHA in the list of PHAs displayed, or search for a specific PHA using the controls in the Housing Agencies Search Filters section. The default selections of the controls are All, so the program displays the list of all PHAs for the Field Office selected. The user can search by the FYE (fiscal year end), overall rating, certification status, or size of PHAs. After selecting the desired search criteria, the user must click Retrieve for the program to display the search results.

The program displays the list of PHAs that match the search criteria in form of a table. The user can sort the list of PHAs by the PHA code, name and current SEMAP application status by clicking the appropriate column headings. The table provides the following information:
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- HA Code and Name.
- FYE (fiscal year end)
- Current Status (the most current status of the SEMAP certification for the PHA)
- Combined Size (the total number of units that the PHA is responsible for)
- Current Due Date (the date when the PHA must submit the SEMAP profile)

1.1.1.1 Summary

The PHA code in the HA Code column is a link. If the user clicks the link the program will display the Summary sub tab with the summarized SEMAP data for the selected PHA (see Figure 2).

This data displayed on the Summary sub tab consists of 2 sections: the Housing Agency Details section and the SEMAP Certification Details section.

The Housing Agency Details section contains the applicable SEMAP certification summary. The PHA Fiscal Year list allows the user to select the appropriate fiscal year to view the data for. When the user selects another year in the PHA Fiscal Year list, the program updates the page to display the new details.

The SEMAP Certification Details section displays the steps of the SEMAP certification process. It displays the fiscal year end date, the certification submitted or profile created for the PHA by the system, and the status of each certification and profile. It also includes the PHA’s overall rating (once the PHA’s certification has been processed), the reasons that provide brief explanation of each step in the profile, and the date of completion for every step.

When PHAs want to view the SEMAP information, they can access the Summary sub tab and select the desired fiscal year in the PHA Fiscal Year list.

1.1.1.2 Certification

The Certification sub tab of the SEMAP sub module allows HUD users to view the certification details and the Performance Indicators details for a particular PHA. The SEMAP program contains fifteen (15) key indicators that allow the Field Office staff to rate PHAs’ performance.
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The SEMAP profile consists of two pages. Page 1 contains indicators 1-7. Page 2 contains indicators 8-15. The SEMAP profile of a PHA has to be verified by the PHA’s Executive Director before submission.

1.1.1.3 SEMAP Confirmatory Review Process

The baseline fiscal year for the start of Confirmatory Review process is fiscal year 2010. If any PHA receives an overall final rating of “Troubled”, either by the Field Office or by the SEMAP Overdue process and if the “Troubled” status is not cleared either by FO Adjustment or by the PHA appeal process within the next fiscal year (e.g. 2011, in this case), the PHA will have to go through the Confirmatory Review process by their Field Office during that year. In this case, the system will allow the PHA to submit the certification. However, the PHA will receive an overall rating of “Troubled”, regardless of the Points Earned for that fiscal year (see figure 3).

Figure 3: The Certification sub tab of the Assessment Profile tab
The Field Office reviewer has to complete the Confirmatory Review process by clicking the ‘Confirmatory Review’ hyperlink from the assessment summary page. This link is only available to the Field Office users. The Field Office reviewer has to check the ‘Confirmatory Review?’ check box, and enter the **Date of Confirmatory Review Issued** along with the **Comments** (see figure 5). The **Date of Confirmatory Review Issued** should be greater than or equal to the date when the PHA submitted the certification for assessment for the current fiscal year.

Upon clicking the **Save** button, the Field Office reviewer will be redirected to the **Profile** page (see figure 6).
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NOTE: The Field Office Reviewer SHOULD NOT click on the links for the 13th and 14th indicators. The reviewer SHOULD create a Field Office Adjustment profile as described below.

Steps for creating the “Field Office Adjustment” Profile

- Click on the drop down list for “Profile Type” and select the “Field Office Adjustment” profile (see figure 5)
- Click on “Create New Profile”. An edit message will appear (see figure 7). Click OK. The reviewer will be directed to the “Assessment Summary” page showing the link for “Profile2” (see figure 8)
- Click on “Profile2”. The reviewer will be directed to the “Profile” page (see figure 9).
- Select the scores for the 15 indicators and upon completion, click on “Submit to FO Director” to submit the scores for approval from Field Office Director.

Figure 7: The Edit Check message while creating New Profile
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Figure 8: The SEMAP Summary page with Profile2

Figure 9: The SEMAP Profile page where Reviewers can enter modified scores and submit

1.1.1.4 Profile

User can see the profile and the current status of the submission of a certification on the Summary sub tab. If a user clicks the Profile link in the Certification/Profile column of the SEMAP Certification Details section of the report, the program will display the profile details on the Profile sub tab.

The SEMAP score can be seen on the Profile sub tab only after it has been approved by the Field Office director. To view scores for previous years, the user must select the desired year in the PHA Fiscal Year list on the Summary sub tab.

The program displays the SEMAP score in form of a table. The PHA users can view the score awarded to the PHAs by the SEMAP scoring process for every indicator in the Current Rating column (see Figure ). Field Office staff can use the controls on the Profile sub tab to override the score awarded for PHAs by
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the program. The score awarded to PHAs by the HUD officials will display in the **HUD/FO Rating** column.

![Image of the Profile sub tab of the Assessment profile tab](image1)

*Figure 10: The Profile sub tab of the Assessment profile tab*

When Field Office reviewer or Field Office director view the profile for a PHA, the **HUD/FO Rating** column displays the each score as a list allowing the user to select the appropriate score for any indicator. When a Field Office staff member overrides the score awarded to a PHA by the program, they must provide a reason for the override in the SEMAP Change Rating Comment window. The program displays the SEMAP Change Rating Comment window for the user to enter any applicable comments instead of the default comment (see Figure).

![Image of the SEMAP Change Rating Comment window](image2)

*Figure 11: The SEMAP Change Rating Comment window*
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To save the comment, the user must click Save, to abort the operation, click Cancel.

<table>
<thead>
<tr>
<th>Department</th>
<th>PIH Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>HQ Office</td>
<td>HQ Division</td>
</tr>
<tr>
<td>HQ Division</td>
<td>HQ Field Operations</td>
</tr>
<tr>
<td>Field Office</td>
<td>Field Office</td>
</tr>
</tbody>
</table>

### Multifamily Tenant Characteristics System

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present Rent Room Size</td>
<td>97</td>
</tr>
<tr>
<td>Present Late Rent</td>
<td>1</td>
</tr>
<tr>
<td>Present Late Rent</td>
<td>0</td>
</tr>
<tr>
<td>Present Late Rent</td>
<td>99</td>
</tr>
<tr>
<td>Present Late Rent</td>
<td>2</td>
</tr>
<tr>
<td>Present Late Rent</td>
<td>23</td>
</tr>
<tr>
<td>Present Late Rent</td>
<td>43</td>
</tr>
<tr>
<td>Present Late Rent</td>
<td>1</td>
</tr>
<tr>
<td>Present Late Rent</td>
<td>1</td>
</tr>
</tbody>
</table>

* - Field Office input is pending for the 13th and/or 14th indicator(s)

Figure 12: MTCS Details page

- If the user clicks the **MTCS Extract Details** link, then the program displays the SEMAP indicators (indicators 9-15) details for the selected PHA (see Figure ). These details are also considered when the program runs the SEMAP scoring batch along with the PHA’s responses to the indicators. This data is obtained through the monthly summarization batch and is updated every month.

- If the user clicks **Create New Profile** button (see Figure 10), then the program creates a new profile for the PHA. The user can see the profile on the **Summary** sub tab of the **Assessment Profile** tab. To create a new profile, the user must select the profile type in the **Profile Type** list. The options available are **Field Office Adjustment** and **Audit Adjustment**. The new profile can only be created by a HUD user and a Super User. If the new profile is created by the Field Office staff member (e.g. a PHA can request a new profile to be created without filing an appeal), then the Field Office user must select the **Field Office Adjustment** option. If the profile is created by a user from HUD Headquarters, then the user must select the **Audit Adjustment** option.
1.1.1.5 Notifications

The Notifications sub tab of the Assessment Profile tab allows the user to see any applicable notifications concerning the SEMAP assessment process (see Figure 13). It also allows the user to see the Final Score Letter that contains the score for each indicator and the total score for the PHA. To view the notifications, the user must select the notification to view and click the View button. A sample notification is displayed in Figure 13. If the user clicks the Go to Comments option, the program will display the Comments sub tab of the Assessment Profile tab allowing the user to read any applicable comments.

Figure 13: The Profile page of the Assessment Profile tab.

Figure 14: The Notification sub tab of the Assessment Profile tab
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1.1.1.6 Comments

The Comments sub tab of the Assessment Profile tab allows the user to enter and view comments (see Figure 3). PHA staff members may leave comments for the field office staff to view, or enter additional information for HUD personnel.

![Figure 3: The Comments sub tab of the Assessment Profile tab](image)

![Figure 15: Sample Notification letter in the Notifications tab.](image)
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To enter a comment, the user must click the **Add Comment** option. Then, the program will display the **Add Comment** section (see Figure 17). Using the controls of the section, the user may enter a comment. To save the comment, the user must click **Save**.

![Add Comment](image)

*Figure 17 The Add Comment section of the Comments sub tab of the Assessment Profile tab*

### 1.1.2 Submission

The **Submission** tab allows the HUD user to view the status of the certification submitted by the PHA.

The **Submission** tab informs the user whether a certification has been completed or not (see Figure 18). The user will be able to view the profile after the SEMAP scoring process will run.

![Submission](image)

*Figure 18: The Submission page on the Submission Certification sub tab*

### 1.1.3 Approval Tab

After the successful certification submission, the Field Office reviewer will review the profile and send it to the Field Office director for the final review. The Field Office director can approve the SEMAP profile for a PHA using the controls on the **Approval** tab (see Figure ).
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Once Field Office Director approves the profile an approval message is displayed (see Figure ).

After the approval, the Field Office director can view the current status of the PHA in the Assessment profile page (see Figure ).
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The Summary page displays the status of the PHA. The **Overall Rating** column of the SEMAP Certification Details displays the PHA status.

![Figure 21: The List page of the Assessment Profile page displaying current status of certification.](image)

When a PHA is dissatisfied with the SEMAP score given by the Field Office personnel, PHA staff may dispute it. If a PHA files an appeal, the PHA Submission Status is FO Appeal Status.

![Figure 22: The Summary page of the Assessment Profile sub tab.](image)
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Figure 23: The Summary page of the Assessment Profile tab displaying an appeal status.

After the user files an appeal, the program updates the SEMAP Certification Details section of the Summary sub tab of the Assessment Profile tab. The program creates another profile to reflect the PHA’s appeal (see Error! Reference source not found.). If the user clicks the Profile 2 link, the program displays the Profile sub tab with the detailed information for every indicator. When the PHA files and appeal, the Field Office personnel reviews the new profile to determine the validity of PHA’s appeal.

1.1.4 Reports

The Reports tab allows users to run five reports to view a PHA’s SEMAP data. First, the user must search for the desired PHA, to run the report (see Figure ). The Housing Authorities Search Filters section of the page includes four search filters. The default selections of the controls are All, so the program displays the list of all PHAs for the Field Office selected. The user may search for a PHA based on the fiscal year end, the overall rating of the latest SEMAP score, the status of the certification, and the size of the PHA itself.
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Figure 24: The Reports List sub tab of the Reports tab

To retrieve a list of PHAs based on the search filters, the user must select the desired options and click Retrieve (see Figure ).

Figure 25: The list of PHAs

Then, the user can select the desired PHA from the list and select the desired report option in the Available Reports section (see Figure ). The Available Reports section contains the report names and a brief description of the data that this report provides. To run a report, the user must select the PHA, select the report, and then click the Generate Report button.

Figure 26: The Available Reports section of the Report List sub tab

1.1.5 SEMAP Corrective Actions Report

The SEMAP Corrective Actions report allows the user to view the number of corrective actions needed for a PHA for each year over a 5-year period. It also includes the average number of corrective actions required for this PHA (see Figure ).
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**SEMAP Corrective Actions**

<table>
<thead>
<tr>
<th>PHA Name</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008 Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boise City</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

*Figure 27: The SEMAP Corrective Actions report*

After the user runs the report, the user can view it, or print it by clicking the **Print Report** button.

**1.1.5.1 SEMAP Final Score Trend Report**

The SEMAP Final Score report allows the user to view the overall SEMAP score for 5 years. It allows the user to view how the PHA’s SEMAP score has been fluctuating from year to year. It also provides the average SEMAP score for the PHA (see Figure).

**SEMAP Final Score**

<table>
<thead>
<tr>
<th>PHA Name</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Snohomish Co</td>
<td>100</td>
<td>92</td>
<td>97</td>
<td>95</td>
<td>95</td>
</tr>
</tbody>
</table>

*Figure 28: The SEMAP Final Score report*

After the user runs the report, the user can view it, or print it by clicking the **Print Report** button.

**1.1.5.2 HA Submission Details Report**

The HA Submission Details report can only be run for PHAs that have not submitted their SEMAP certification within the 60-day period. PHAs are allowed to submit their SEMAP certification within 60 days following the FYE (fiscal year end) date. Then, users can request the IMS team to run the SEMAP overdue batch that creates a profile for a PHA with a zero number. The user can see that profile in the Profile sub tab of the Assessment Profile tab. Then, the user can run the HA Submission Details report and view overdue SEMAP certifications.

This report is considered obsolete and is scheduled for restructuring.

**1.1.5.3 SEMAP Individual Indicator Score Report**

The SEMAP Individual Indicator Score report allows the user to view the SEMAP score for each indicator for the most recent submission (see Figure). It displays the number of points that this PHA has received for each indicator, the maximum number of points that can be received for each indicator and the
achievement rating of the PHA. That is, the percentage that a PHA has achieved of each indicator compared to the maximum number of points that can be received.

<table>
<thead>
<tr>
<th>#</th>
<th>Indicator</th>
<th>Points Achieved</th>
<th>Maximum Points</th>
<th>% Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Selection from Waiting List (24 CFR 982.54(d)(1) and 982.204(a))</td>
<td>N/A</td>
<td>15</td>
<td>0.00%</td>
</tr>
<tr>
<td>2</td>
<td>Reasonable Rent (24 CFR 982.4, 982.54(d)(15), 982.158(f)(7) and 982.507)</td>
<td>N/A</td>
<td>20</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>Determination of Adjusted Income (24 CFR part 5, subpart F and 24 CFR 982.516)</td>
<td>N/A</td>
<td>20</td>
<td>0.00%</td>
</tr>
<tr>
<td>4</td>
<td>Utility Allowance Schedule (24 CFR 982.517)</td>
<td>N/A</td>
<td>5</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>HQS Quality Control (24 CFR 982.405(b))</td>
<td>N/A</td>
<td>5</td>
<td>0.00%</td>
</tr>
<tr>
<td>6</td>
<td>HQS Enforcement (24 CFR 982.404)</td>
<td>N/A</td>
<td>10</td>
<td>0.00%</td>
</tr>
<tr>
<td>7</td>
<td>Expanding Housing Opportunities</td>
<td>N/A</td>
<td>5</td>
<td>0.00%</td>
</tr>
<tr>
<td>8</td>
<td>Payment Standards(24 CFR 982.603)</td>
<td>5</td>
<td>5</td>
<td>100.00%</td>
</tr>
<tr>
<td>9</td>
<td>Timely Annual Reexaminations(24 CFR 5.617)</td>
<td>10</td>
<td>10</td>
<td>100.00%</td>
</tr>
<tr>
<td>10</td>
<td>Correct Tenant Rent Calculations(24 CFR 982. Subpart K)</td>
<td>5</td>
<td>5</td>
<td>100.00%</td>
</tr>
<tr>
<td>11</td>
<td>Pre-Contract HQS Inspections(24 CFR 982.305)</td>
<td>5</td>
<td>5</td>
<td>100.00%</td>
</tr>
<tr>
<td>12</td>
<td>Annual HQS Inspections(24 CFR 982.405(a))</td>
<td>10</td>
<td>10</td>
<td>100.00%</td>
</tr>
<tr>
<td>13</td>
<td>Lease-Up</td>
<td>20</td>
<td>20</td>
<td>100.00%</td>
</tr>
<tr>
<td>14</td>
<td>Family Self-Sufficiency (24 CFR 984.105 and 984.305)</td>
<td>N/A</td>
<td>10</td>
<td>0.00%</td>
</tr>
<tr>
<td>15</td>
<td>Deconcentration Bonus</td>
<td>0</td>
<td>5</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

Figure 29: The SEMAP Individual Indicator Score report

After the user runs the report, the user can view it, or print it by clicking the Print Report button.

1.1.5.4 SEMAP Individual Indicator Score Trend Report

This report is considered obsolete and is scheduled for restructuring.