Uniform Physical Condition Standards for the Voucher Program (UPCS-V)

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

April 2017
Rationale For Change

• HQS has its “challenges”
• Developed in the 70’s – infrequent updates
• Highly subjective and proven to be inconsistent
• Can impede PHAs from doing their job correctly
• Inadequacies:
  – Current health and safety updates
  – Integration of mobile technology
  – Ability to quantify the quality of a voucher unit
• Absence of:
  – Voucher inspection data
  – Performance indicators are self-certified and lack HUD verification
What is UPCS-V?

• Electronic, Data-driven inspection protocol

• Consistency throughout HCV program
  – Decision trees
  – Training
  – Access to accurate data

• Insight to the quality of housing stock
  – Unit Condition Index
  – Risk identification
Structure of UPCS-V

Legend

- **P** = Pass
- **F** = Fail
- **E** = Emergency
- **LT** = Life-Threatening

Based off of Measurements (qualitative or quantitative)

Determined by Inspector

Determined by Software

Defect Result
Inspectable Area: Unit

HQS: Electrical Hazards
• 1.3 – Living Room
• 2.3 – Kitchen
• 3.3 – Bathroom
• 4.3 – Other Rooms
• 5.3 – All Secondary Rooms
• 8.7 – Other Interior Hazards
Demonstration Achievements as of 4/1/17

• UPCS-V Demonstration has 237 participating agencies
• 14 PHAs doing inspections of record (IoR) using UPCS-V
  – (3 PHAs being trained currently)
• 30 public outreach events about program developments
• Iterative improvements to decision trees, software and UPCS-V protocol based on PHA and other Stakeholder inputs
• Projected 5,000 inspections to be completed by May
Where are we heading?

Past

- First PHAs started inspections of record in January
- Protocol Doc v2
- Updated Software
- Updated Decision Trees
- Continual PHA input to improve UPCS-V

Present

- Expand adoption of UPCS-V to larger number of PHAs
- Usability within Decision Trees & Software
- In-person & WebEx training

May – August

- Increase the number of inspections
- Iterative refinement of user experience
- Protocol v3
  - More Descriptive
  - Clearer definitions

August – January 2018

- Working towards a full online training tool
- Evaluating data collected from Demonstration for improvement of program
Vision for Data Exchange

• **End State:** Data Exchange will be *open* and published by HUD

• **Current Need:** Ability to get Salesforce inspection data (end points) into respective IT systems

• Protocol is not final – HUD warns that building a data tool before the architecture is final would be a risk

• Vendors/PHAs will have the ability to add to the minimum requirements set forth by HUD, such as:
  – Extra decision trees
  – Built-in Checklist
  – Other value added features

*Cannot lower the bar from minimum standard set by HUD*
Moving Forward

• APIs will be published to the OED Website

• Discussion board (SLACK) for Vendor/PHA Collaboration
  • Link: https://upcs-v.slack.com

• What fields would be helpful for you from a quality control perspective?

• For access to SLACK board and added comments or suggestions: OED@hud.gov