USER GUIDE for PHAs

iNtegrated Assessment SubSystem (NASS)

RELEASE 10.1.0.0 – FALL 2015
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PURPOSE OF USER GUIDE

This User Guide provides the information necessary for PHA users to be able to easily and effectively use the system known as the Integrated Assessment SubSystem (NASS). The guide describes, from a business function perspective, how a user operates the solution and includes sufficient detail and plain language so that all levels of PHA users can easily understand how to use the solution. It includes a description of the solution functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for how to access and use the solution.

The more specific purpose of this user manual is to provide PHA users with the necessary instructions on how to use the following NASS functionalities described in this document:

- GETTING STARTED (LOGGING IN)
- REQUEST: PHAS APPEALS
- REQUEST: PETITIONS
- REQUEST: EXTEND DUE DATES – EXTENSIONS & WAIVERS
- REQUEST: SUBSYSTEM WAIVERS
- REQUEST: GENERAL RESPONSE
- INDIVIDUAL REPORTS: VIEW REQUEST STATUS
- INDIVIDUAL REPORTS: PHA SCORE REPORT
- INDIVIDUAL REPORTS: ASSESSMENT STATUS REPORT
- EXITING NASS (LOGGING OUT)

But, first, what follows next is a brief overview of the PIH-REAC public housing program, PHAS scoring, and NASS as an important tool of the HUD-PHA relationship.
NASS OVERVIEW

Under the Public Housing Program (first authorized in 1937), the Department of Housing and Urban Development (HUD) and local public housing agencies (PHAs) provide housing for low-income residents at rents they can afford. Traditionally, HUD has provided the funding, guidance, and oversight that enable the PHAs to collectively manage the public housing system as well as to revitalize severely distressed public housing. PHAs are responsible for managing public housing in accordance with HUD regulations and requirements. Today, over 3,000 PHAs manage a portfolio of approximately 30,000 assisted properties that constitute approximately 1.2 million public housing units throughout the nation. The structure through which HUD exercises its oversight role in administering the public housing program in conjunction with the PHAs is pictured at a high level in Figure 1.

The Public Housing Assessment System (PHAS – pronounced “fahz”) is the framework used by HUD’s Real Estate Assessment Center (REAC) to evaluate PHAs. HUD first instituted the PHAS approach for evaluating PHAs’ performance in 1997, as a part of its 2020 Management Reform Plan. The approach includes the “scoring” of several categories of PHA performance.

The purpose of the PHAS is to improve the delivery of services in public housing and enhance trust in the public housing system among PHAs, public housing residents, and the general public. It does this by (1) providing a management tool for effectively and fairly measuring the performance of a PHA in essential housing operations for its projects, on both a program-wide basis and an individual project basis; and (2) issuing rewards for high performers and remedial requirements for poor performers.

The Integrated Assessment Sub-System (NASS) is the web-based application used by HUD to generate the PHAS scores for PHAs. NASS compiles data from various PHAS-specific subsystems and generates an overall PHAS score and status report for each PHA. In addition, NASS generates reports reflecting analysis and trends of the PHAS scores. NASS also facilitates all PHA-related appeal and waiver processes as well as the generation and management of correspondence among all sets of stakeholders—e.g., the HUD business staff (Washington, DC), HUD field offices, and the staffs of the various PHAs.

![Figure 1: HUD’s Oversight Structure for the Public Housing Program](image-url)
OVERVIEW OF PHAS SCORING

PHAs are assessed in compliance with the PHAS “Rule” that is in place at any given time. The PHAS Interim Rule was published in the Federal Register on February 23, 2011 (Federal Register Notice, Vol. 76, No. 36) titled 24 CFR Parts 901, 902, and 907 Public Housing Evaluation and Oversight: Changes to the Public Housing Assessment System (PHAS) and Determining and Remediating Substantial Default; Interim Rule. This Interim Rule regulation pertaining to the Public Housing Program defines a set of four performance indicators (each of which corresponds to a specific PIH-REAC subsystem which generates an assessment or score for that area of performance), the scores for which are combined to form the PHAS score—i.e., the total assessment of a PHA’s performance. Here we provide a brief description of each of the four PHAS performance indicators.

Physical Condition Indicator

The overall Physical Condition indicator (corresponding to the Physical Assessment SubSystem or PASS) score for a PHA is the weighted average of the PHA’s individual Property Physical Inspection Scores divided by the total number of ACC units in all inspected properties of the PHA. Each Public Housing project owned by the PHA is physically inspected; the results of all of these inspections are then used to create an assessment of the physical condition of the PHA as a whole; and the frequency of the inspections depends on the last score for the entire PHA.

Financial Condition Indicator

The Financial Condition indicator (corresponding to the Financial Assessment SubSystem or FASS) assessment for a PHA, as an entity, is conducted through the submission of annual financial statements. PHAs are scored on the financial condition of each project. Continued Public Housing funding for this PHA is contingent on having this indicator assessed or scored, and the assessment is based solely on programs in which the PHA participates. PHAs continue to submit an annual Financial Data Schedule (FDS) and individual development scores are rolled up to an overall PHA entity-wide score.

Management Operations Indicator

The Management Operations indicator (corresponding to the Management Assessment SubSystem or MASS) score for a PHA is generated based on three components of the PHA’s submitted Financial Data Schedule—occupancy, tenant accounts receivable, and accounts payable. The PHA is scored at the project level, and the individual project scores are rolled up to an overall MASS score for that PHA.

Capital Fund Program Indicator

The Capital Fund Program indicator (handled directly by NASS) examines the period of time it takes for a PHA to obligate funds from the Capital Fund Program. Under the Capital Fund, a PHA may borrow private capital to make improvements. The Capital Fund Program Indicator score provides an assessment of a PHA’s ability to obligate and expend Capital Fund Program funds in a timely manner. The computation of the score under this PHAS sub-indicator utilizes data obtained through analysis of obligated and expended amounts in HUD’s e-LOCCS for all Capital Fund Program grants that were open during the assessed fiscal year.

The PHAS Score

The data supplied by these subsystems is then compiled and computed, which results in PHAS scores that provide each PHA with a numerical scorecard assessment showing how well their PHA is...
performing. In recent years, PIH moved to a new asset management model for overseeing their portfolio. As a result of this move, the component scores that make up the PHAS score were apportioned differently. This new methodology for generating the PHAS score is a key part of the newer PHAS Interim Rule.

The Role of NASS

As depicted in Figure 2, it is NASS that provides all of the PHAS score-related information, described above, to users through a web portal and generates reports for PHA Executive Directors (EDs) and their staffs; MFH owners and agents; and PIH and MFH asset management staff. NASS provides analyses and evaluations relevant to the PHAS sub-indicator scores and the PHAS scores. NASS monitors release dates of PHAS scores and designations to ensure that an overall PHAS score will be issued by REAC one month after submission by the PHA of its financial data and certifications. The NASS business staff of PIH-REAC also conducts ongoing research of existing assessment processes using NASS.

Figure 2: NASS Integration with the PHAS Indicators
A. GETTING STARTED (LOGGING IN)

1. The user will access NASS Web by logging into Secure Systems

![Secure Systems Login Page](image1)

*Figure 3: Secure Systems Login Page*

2. Secure Systems requires your MID and windows password
3. To continue, click ‘Accept’ on the warning page

![Warning Display Page](image2)

*Figure 4: Warning Display Page*
4. Click on the link labeled ‘Public Housing Assessment System: Scores and Status (NASS).

![Main Menu](image)

*Figure 5: Main Menu (HUD Secure Systems)*

5. On the NASS Main Page, click on the Fiscal Year End on or after 06/30/2008 button to access the NASS-Oracle System.

![NASS Main Page](image)

*Figure 6: NASS Main Page*
6. This is the NASS landing page that will display OMB-related notices and any messages that NASS Business wants to convey to NASS users. This page will be displayed only once per browser session when user accesses NASS; it will not be displayed again, if the user navigates away from NASS to other systems and then comes back to NASS while the browser is not closed. The user needs to click on the Continue link to access NASS system functions.

![NASS Landing Page](image)

**Figure 7: NASS Landing Page/OMB Important Message Page**

7. This is the NASS default (home) page available to all PHA users

![NASS Home Page](image)

**Figure 8: NASS Home Page**
B. NASS REQUESTS

The Request tab (module of NASS) gives the Public Housing Agency (PHA) Executive Directors and HUD Field Office users the ability to request a variety of actions with regards to their PHAS scores, their indicator scores, and their PHAS designation statuses. These types of requests are broken down as follows and menu options for them are found under the Request menu, as shown in Figure 9.

- Appeal
- Petition
- Extension or Waiver for Financial Submissions
  - Extension: Extending Due Dates for Financial Unaudited Submission
  - Waiver: Extending Due Dates for Financial Audited Submission
- Subsystem Waiver
- General Response
- Project Based Waiver

![Figure 9: Request Module Menu Options](image)

The menu options under the Request module menu and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>Menu Options</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request: Appeal</td>
<td>A request in the form of an appeal to reconsider or change one or more of a PHA’s scores—the PHAS score itself or one of the indicator scores: PASS/physical, FASS/financial, MASS/management operations, or Capital Fund—AFTER a PHA’s PHAS score has been released for any given fiscal year.</td>
</tr>
<tr>
<td>Request: Petition</td>
<td>A request to change a PHA’s PHAS designation status, after the PHA’s PHAS score has been released.</td>
</tr>
</tbody>
</table>
Request Module MENU

<table>
<thead>
<tr>
<th>Menu Options</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request : Extend Due Date (Extension, Waiver)</td>
<td>A request to extend the due date of either a PHA’s Financial Unaudited Submission (also known as an Extension) or to extend the due date of a PHA’s Financial Audited Submission (also known as a Waiver)</td>
</tr>
<tr>
<td>Request: Waiver (Subsystem Waiver)</td>
<td>A request for a waiver of the submission of a subsystem score (also known as Subsystem Waiver)</td>
</tr>
<tr>
<td>Request: General Response</td>
<td>A PHA’s request in the form of posing an inquiry to the NASS business organization at HUD about a PHAS-related issue.</td>
</tr>
<tr>
<td>Request: Project Based Waiver (Subsystem Waiver)</td>
<td>A request to waive the conducting of an inspection for a project for a particular fiscal year.</td>
</tr>
</tbody>
</table>

**Table 1: Descriptions of Request Module Options**

**B-1. REQUEST: APPEALS**

The Appeals function is used to request an appeal to a PHAS score **once it is released**. Appeal could be made for the PHAS Score or one of the sub-indicator scores such as PASS, FASS, MASS and Capital Fund for a particular Fiscal Year. This request is added by PHA, Field Office, and PIH-REAC users.

![Figure 10: Selecting Appeal from the Request Menu](image-url)

The screen elements on the Appeals screens and the actions they perform are explained in the table below:
### Appeal Screens

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PHA Code</strong></td>
<td>PHA Code that corresponds to the PHAS Appeals request.</td>
</tr>
<tr>
<td><strong>PHA Lookup</strong></td>
<td>Link for Internal users to look up a PHA code that corresponds to the PHAS Appeals request.</td>
</tr>
<tr>
<td><strong>Fiscal Year</strong></td>
<td>Fiscal Year for the PHA Code that corresponds to the PHAS Appeals request.</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td>Alpha-numeric field used by the requestor to enter up to 4,000 characters. This field should be used to pose an inquiry or subject for NASS Business to respond.</td>
</tr>
<tr>
<td><strong>Upload Attachment</strong></td>
<td>Link to upload supporting documents for the request (Document types: Microsoft Word, Microsoft Excel, Microsoft Outlook, and Adobe PDF.) Documents uploaded will automatically be assigned the Attachment Category: ‘Request Supporting Documentation’</td>
</tr>
<tr>
<td><strong>View Attachments</strong></td>
<td>Link to view all attachments that have been uploaded for the request.</td>
</tr>
<tr>
<td><strong>Save</strong></td>
<td>Saves the PHAS Appeals request as DRAFT. The draft version has not been sent to NASS Business.</td>
</tr>
<tr>
<td><strong>Submit</strong></td>
<td>Submits the PHAS Appeals request to NASS Business. Submits uploaded documents after the General response has been submitted to NASS Business.</td>
</tr>
<tr>
<td><strong>Reset</strong></td>
<td>Clears all data entered in the Comments field and all uploaded documents prior to Saving the PHAS Appeals as DRAFT. Clears all edits to the draft version of PHAS Appeals. Draft version will return to latest saved version.</td>
</tr>
<tr>
<td><strong>History</strong></td>
<td>Displays the history of the inquiries/subjects sent to NASS Business and the response from NASS Business to each inquiry/subject</td>
</tr>
<tr>
<td><strong>PHA Name (display and active link on details page)</strong></td>
<td>The name of the PHA selected for the Request; also a link with which to view the PHA Profile Page of that same PHA</td>
</tr>
</tbody>
</table>

Table 2: PHAS Appeals Screen Elements

1. PHA user views the screen below and adds PHA Code and Fiscal Year to begin to request an Appeal:
2. PHA user selects a subsystem to Request an Appeal

3. PHA selects a subsystem and clicks on PROCEED button
4. PHA User enters the mandatory comments field

Figure 13: Request Appeal – Subsystem Selection

Figure 14: Request Appeal – Comments

5. PHA User can Upload Attachments by attaching the desired file, entering the mandatory File Description, and clicking on the SUBMIT button
6. PHA User views confirmation message on successful file attachment

![Figure 15: Request Appeal – Upload Attachments](image)

7. PHA user submits an Appeal by Clicking on SUBMIT button, after which the PHA user shall receive a confirmation message

![Figure 16: Request Appeal – Upload Attachments/Confirmation](image)
**B-1.1 Using Assessment Status Report to Confirm Requests (Appeal)**

8. PHA user can go to another area of NASS—the Assessment Status Report, under the Individual Reports tab—to view another type of confirmation of their submitted Appeal request.

9. Assessment Status Report (below) displays the Request for Appeal using Appeal Request and also displays a link to the correspondence sent out for this action.
10. Clicking on “Appeal Request has been Received” link opens up the Correspondence detail.
B-2. REQUEST: PETITIONS

The Petition function is used to request a change in a PHAS Designation once the PHAS Score is released to the PHA. A petition could be made for a PHAS Designation Status or for indicators such as PHAS, PASS, FASS, MASS and Capital Fund for a particular Fiscal Year. This request is added by a PHA, Field Office and PIH-REAC users.

1. PHA user having security role of “PHR – PHA Requester” will have the ability to request a Petition for a PHA

**Figure 21: Selecting Petition from the Request Menu**

The screen elements on the Petitions screens and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>FIELD</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHA Code</td>
<td>PHA Code that corresponds to the Petition request.</td>
</tr>
<tr>
<td>Lookup PHA Code</td>
<td>Link for Internal users to look up a PHA code that corresponds to the Petition request.</td>
</tr>
<tr>
<td>PHA Name (display and active link on details page)</td>
<td>The name of the PHA selected for the Request; also a link with which to view the PHA Profile Page of that same PHA</td>
</tr>
<tr>
<td>Fiscal Year</td>
<td>Fiscal Year for the PHA Code that corresponds to the Petition request.</td>
</tr>
<tr>
<td>Comments</td>
<td>Alpha-numeric field used by the requestor to enter up to 4,000 characters. This field should be used to pose an inquiry or subject for NASS Business to respond.</td>
</tr>
<tr>
<td>Upload Attachment</td>
<td>Link to upload supporting documents for the request (Document types: Microsoft Word, Microsoft Excel, Microsoft Outlook, and Adobe PDF.) Documents uploaded will automatically be assigned the Attachment Category: ‘Request Supporting Documentation.’</td>
</tr>
</tbody>
</table>
Table 3: Petition Request Screen Elements

<table>
<thead>
<tr>
<th>FIELD</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Attachments</td>
<td>Link to view all attachments that have been uploaded for the request.</td>
</tr>
<tr>
<td>Save</td>
<td>Saves the Petition request as DRAFT. The draft version has not been sent to NASS Business.</td>
</tr>
<tr>
<td>Submit</td>
<td>Submits the Petition request to NASS Business. Submits uploaded documents after the Petition has been submitted to NASS Business.</td>
</tr>
<tr>
<td>Reset</td>
<td>Clears all data entered in the Comments field and all uploaded documents prior to Saving the Petition as DRAFT. Clears all edits to the draft version of Petition. Draft version will return to latest saved version.</td>
</tr>
<tr>
<td>History</td>
<td>Displays the history of the inquiries/subjects sent to NASS Business and the response from NASS Business to each inquiry/subject.</td>
</tr>
</tbody>
</table>

2. PHA user selects a subsystem for which to Request a Petition and clicks on PROCEED

![Figure 22: Petition Subsystem Selection](image.png)
3. PHA user shall select the reason and enter comments into mandatory comments field

![Figure 23: Petition Request – Comments](image)

4. PHA user can upload attachments by attaching the desired file, entering the mandatory File Description, and clicking on the SUBMIT button

![Figure 24: Petition Request – Upload Attachment](image)
5. PHA user submits a Petition by clicking on SUBMIT button

![Figure 25: Petition Request - Submission](image)

6. PHA user views the confirmation message

![Figure 26: Petition Request - Confirmation](image)
B-2.1 Using Assessment Status Report to Confirm Requests (Petition)

7. PHA user can go to another portion of NASS—the Assessment Status Report, under the Individual Reports tab—to view another type of confirmation of their submitted Petition request.

8. Assessment Status Report displays the Request for Petition and Final decision using “Petition Request Received” and “Petition Request has been Granted;” and it displays a link to the correspondence sent out for this action.
9. Clicking on “Petition Request has been Received” link opens up the Correspondence detail.

Figure 29: Petition Received Correspondence

10. Clicking on “Petition Request has been Granted” link opens up the Correspondence detail.

Figure 30: Petition Granted Correspondence
B-3. REQUEST: EXTEND DUE DATES – EXTENSIONS & WAIVERS

The Request module provides to NASS users (specifically PHA users, Field Office users, and PIH-REAC staff users) the ability to request extending due dates for Financial Unaudited and Financial Audited submissions as well as to request to waivers for subsystem submissions for a fiscal year. PHA users having the security role of “PHR – PHA Requester” will have the ability to view the “Extend Due Date” option under Request tab, which allows a PHA user to request extending the due date for submitting an Unaudited FASS (Financial) submission or Extension or an Audited FASS (Financial) Submission or Waiver.

Figure 31: Selecting Extend Due Date (Extensions/Waivers) from the Request Menu

1. PHA user views the screen below when selecting “Extend Due Date” option from Request menu. PHA user will have to select assigned PHA Code and Fiscal Year to proceed to make a request for extension.

Figure 32: Extend Due Date Screen
2. PHA user selects a subsystem to Request Extend Due Dates

![Figure 33: Extend Due Date Subsystem Selection](image)

**B-3.1 Extend Due Date for Financial UNAUDITED (Extensions)**

3. PHA user selects FASS Unaudited for the request for Extension and clicks on the PROCEED button

![Figure 34: Extend Due Date FASS Unaudited Request](image)

The screen elements on the Extensions screens and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>FIELD</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested days</td>
<td>Number of days requested</td>
</tr>
<tr>
<td>Initial date</td>
<td>Date when the request is submitted</td>
</tr>
</tbody>
</table>
### Extend Due Dates – Extensions Screens

<table>
<thead>
<tr>
<th>FIELD</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approve days</td>
<td>Number of days is approved</td>
</tr>
<tr>
<td>Due date</td>
<td>The date when the submission is due</td>
</tr>
<tr>
<td>Requested Due date</td>
<td>Number of days approved and Due</td>
</tr>
<tr>
<td>Status</td>
<td>Status of the Request</td>
</tr>
<tr>
<td>Comments</td>
<td>Reason for requesting Extension</td>
</tr>
<tr>
<td>Save</td>
<td>To save the request</td>
</tr>
<tr>
<td>Submit</td>
<td>To submit the request to HUD</td>
</tr>
<tr>
<td>Reset</td>
<td>To clear the data entered by user</td>
</tr>
<tr>
<td>Proceed</td>
<td>To go to next section of the screen and validate if no earlier extend due date request is in-progress for subsystem selected</td>
</tr>
<tr>
<td>PHA Code (text field on selection page and display on details pages)</td>
<td>PHA Code selected for the Request</td>
</tr>
<tr>
<td>PHA Name link</td>
<td>To view PHA profile page</td>
</tr>
<tr>
<td>Subsystem</td>
<td>Selection list displaying Financial Unaudited or Financial Audited is selected; user selects subsystem to request for extending due date of a submission</td>
</tr>
<tr>
<td>Upload Attachment (active link on details page)</td>
<td>Link to upload supporting documents for the request (Document types: Microsoft Word, Microsoft Excel, Microsoft Outlook, and Adobe PDF.)</td>
</tr>
<tr>
<td>View Attachment (active link on details page)</td>
<td>Link to view all attachments that have been uploaded for the request</td>
</tr>
</tbody>
</table>

*The following user-friendly messages (from system validation of user selections)*

<table>
<thead>
<tr>
<th>Cause or Validation of Message</th>
<th>Message Wording</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the Request (Extension/Waiver) Details Page ... Any time a PHA user submits a request for an Extension (Extend Due Date – FASS Unaudited)</td>
<td>PHA users get this message and must click Yes or No button to the right of message ... Extension Requests are due 15 days prior to FASS Unaudited Submission Due Date 02/28/2015 Do you want to continue?</td>
</tr>
</tbody>
</table>

*Table 4: Extend Due Date – Extensions Screen Elements*
4. On the Details Page for the Extend Due Date FASS Unaudited (Extension) Request, PHA User enters Requested Days and Comments for # of days to extend due date for FASS Unaudited submission. Then, a PHA User can begin the process of uploading attachments by first clicking on “Upload Attachments” link.

![Integrated Assessment Sub System](image)

*Figure 35: Extend Due Date FASS Unaudited– Request Days/Comments*

5. The “Upload File Attachment” pop-up window will appear on the screen.

![Upload File Attachment](image)

*Figure 36: Upload File Attachment Pop-up Window*
6. A PHA User can Upload Attachments by attaching the desired file and entering the mandatory File Description and clicking on the SUBMIT button

![Figure 37: Extend Due Date Submission](image1)

7. A PHA User views confirmation message on successful file attachment

![Figure 38: Extend Due Date Submission Confirmation](image2)
8. A PHA User can view uploaded Attachments by clicking on view Attachments link

![View File Attachment](image)

**Figure 39: Extend Due Date – Attachment View**

9. A PHA User submits the Extend Due Date (Extension) Request by Clicking the SUBMIT REQUEST button.

The NASS system will display (see **Figure 39**) the following validation message for PHA users each and every time they submit an **Extension** request.

*Extension Request are due 15 days prior to FASS Unaudited Submission Due Date 02/28/2015 Do you want to continue?*

**NOTE:** This validation message occurs only in the case of requests for Extensions (or Extend Due Date-FASS Unaudited); it does NOT appear on the screen when requests are made for Waivers.

This validation message acts as a simple reminder/warning message to PHA users about the standard lead-time threshold of 15 days (before the originally scheduled submission date) for each Extension request. This message prompts the user to click either the YES or NO button to the right of the message. After choosing one of those options, users may proceed with making an Extension request.

**NOTE:** PHA Users may choose either option (Yes or No), regardless of the date of the request submission; NASS will accept the submission; and once it is received, the FASS-PH reviewer will make a decision as to whether to approve or reject the Extension request.
10. PHA User views the confirmation message

**Figure 41: Extend Due Date Confirmation**

Extend Due Date Request has been successfully sent to HUD. Your request will be processed in few days. If you have any further questions on your request, please contact us at phas@hud.gov.
B-3.2 Extend Due Date for Financial AUDITED (Waivers)

11. PHA user selects FASS Audited for the request for Waiver and clicks on the PROCEED button

![Figure 42: Extend Due Date FASS Audited Request](image)

The screen elements on the Waivers screens and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>FIELD</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial date</td>
<td>Date when the request is submitted</td>
</tr>
<tr>
<td>Approve days</td>
<td>Number of days is approved</td>
</tr>
<tr>
<td>Due date</td>
<td>The date when the submission is due</td>
</tr>
<tr>
<td>Requested Days</td>
<td>Number of days requested</td>
</tr>
<tr>
<td>Requested Due date</td>
<td>Number of days approved and Due</td>
</tr>
<tr>
<td>Status</td>
<td>Status of the Request</td>
</tr>
<tr>
<td>Comments</td>
<td>Reason for requesting additional days for submission.</td>
</tr>
<tr>
<td>Proceed</td>
<td>To go to next section of the screen and validate if no earlier extend due date request is in-progress for subsystem selected</td>
</tr>
<tr>
<td>PHA Code</td>
<td>PHA Code selected for the Request</td>
</tr>
<tr>
<td>PHA Name link</td>
<td>To view PHA profile page</td>
</tr>
</tbody>
</table>
### Extend Due Dates – Waivers Screens

<table>
<thead>
<tr>
<th>FIELD</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subsystem</strong></td>
<td>Selection list displaying Financial Unaudited or Financial Audited is selected; user selects subsystem to request for extending due date of a submission</td>
</tr>
<tr>
<td><strong>Override Max Requested Days</strong></td>
<td>This option is available for Internal HUD users to remove restriction of maximum number of requested days for extend due date request</td>
</tr>
<tr>
<td><strong>Save button</strong></td>
<td>To save the request</td>
</tr>
<tr>
<td><strong>Submit Request</strong></td>
<td>To submit the request to HUD</td>
</tr>
<tr>
<td><strong>Reset</strong></td>
<td>To clear the data</td>
</tr>
</tbody>
</table>
| **Upload Attachment (active link on details page)** | Link to upload supporting documents for the request (Document types: Microsoft Word, Microsoft Excel, Microsoft Outlook, and Adobe PDF.)  
Documents uploaded will automatically be assigned the Attachment Category: ‘Request Supporting Documentation’ |
| **View Attachment (active link on details page)** | Link to view all attachments that have been uploaded for the request |

Table 5: Extend Due Date – Waivers Screen Elements

12. PHA User enters Requested Days and Comments for # of days to extend due date for FASS Audited submission

![Figure 43: Extend Due Date FASS Audited – Request Days/Comments](image-url)
13. PHA User can upload attachments by clicking on “Upload Attachments”

![Upload File Attachment]

* Mandatory Field

**Figure 44: Extend Due Date – Upload Attachments**

14. PHA User can upload Attachments by attaching the desired file and entering the mandatory File Description and clicking on the SUBMIT button

![Upload File Attachment]

* Mandatory Field

**Figure 45: Extend Due Date Submission**
15. PHA User views confirmation message on successful file attachment

![Upload File Attachment](image1)

* Figure 46: Extend Due Date Submission Confirmation

16. PHA User can view uploaded Attachments by clicking on view Attachments link

![View File Attachment](image2)

* Figure 47: Extend Due Date – Attachment View
17. PHA User submits the Extend Due Date Request by Clicking on SUBMIT REQUEST button

![Figure 48: Extend Due Date FASS Audited – Final Submission](image)

18. PHA User views the confirmation message

![Figure 49: Extend Due Date – Confirmation](image)
B-3.3 Using Assessment Status Report to Confirm Requests (Extend Due Date)

19. PHA user can go to another portion of NASS—the Assessment Status Report, under the Individual Reports tab—to view another type of confirmation of their submitted Extension request.

![Figure 50: Getting to Assessment Status Report](image1)

20. Assessment Status Report also displays the Request action and Final decision for Extension and displays a link to the correspondence sent out for this action.

![Figure 51: Assessment Report – Extend Due Date](image2)
21. From the Assessment Status page, when you click on the “Extension Request Granted” link, and it opens up the Correspondence detail

![Figure 52: Assessment page – Extension Request Granted](image)

**B-4. REQUEST: SUBSYSTEM WAIVERS**

The Subsystem Waiver module allows users to add a waiver request for a subsystem when PHA may not be able to submit a physical, financial, management or capital fund indicator submission. Currently, this module allows waiver request for PASS, FASS, MOPS and Capital Fund indicators.

This function is used by a user to request a waiver that will be approved for a PHA to waive the submission of a particular PHAS sub-indicator score (i.e., PASS, FASS, MASS, and Capital Fund) for a particular Fiscal Year. The PHA which is approved for a waiver for any subsystem will not receive a PHAS score for that fiscal year.

1. **PHA user having security role of “PHR – PHA Requester”** will have the ability to request a Subsystem Waiver for a PHA

![Figure 53: Selecting Subsystem Waiver from the Request Menu](image)
The screen elements on the Subsystem Waiver screens and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>FIELD</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Status of the Request.</td>
</tr>
<tr>
<td>Comments</td>
<td>Reason for requesting waiver for a subsystem submission.</td>
</tr>
<tr>
<td>Proceed</td>
<td>To go to next section of the screen and validate if no earlier waiver request is in-progress for selected subsystem.</td>
</tr>
<tr>
<td>PHA Code</td>
<td>PHA Code selected for the Request.</td>
</tr>
<tr>
<td>PHA Name link</td>
<td>To view PHA profile page.</td>
</tr>
<tr>
<td>Subsystem</td>
<td>Selection list displaying Financial Unaudited or Financial Audited is selected; user selects subsystem to request for extending due date of a submission.</td>
</tr>
<tr>
<td>Save button</td>
<td>To save the request.</td>
</tr>
<tr>
<td>Submit Request</td>
<td>To submit the request to HUD.</td>
</tr>
<tr>
<td>Reset</td>
<td>To clear the data.</td>
</tr>
</tbody>
</table>
| Upload Attachment (active link on details page) | Link to upload supporting documents for the request (Document types: Microsoft Word, Microsoft Excel, Microsoft Outlook, and Adobe PDF.)  
Documents uploaded will automatically be assigned the Attachment Category: ‘Request Supporting Documentation’ |
| View Attachment (active link on details page) | Link to view all attachments that have been uploaded for the request |

*Table 6: Subsystem Waiver Request Screen Elements*
2. PHA user selects a subsystem for which to Request a Subsystem Waiver and clicks on PROCEED

![Subsystem Waiver Request - Subsystem Selection](image)

*Figure 54: Subsystem Waiver Request – Subsystem Selection*

3. PHA user shall enter comments into mandatory comments field

![Subsystem Waiver Request – Comments](image)

*Figure 55: Subsystem Waiver Request – Comments*
4. PHA user can upload attachments by attaching the desired file, entering the mandatory File Description, and clicking on the SUBMIT button

![Image of Upload File Attachment]

* Figure 56: Subsystem Waiver Request – Upload Attachment

5. PHA user submits a Subsystem Waiver by clicking on SUBMIT REQUEST button

![Image of Subsystem Waiver Request - Submission]

* Figure 57: Subsystem Waiver Request - Submission
6. PHA user views the confirmation message

![Subsystem Waiver Request – Confirmation](Image)

*Figure 58: Subsystem Waiver Request – Confirmation*

B-4.1 Using Assessment Status Report to Confirm Requests (Subsystem Waiver)

7. PHA user can go to another portion of NASS—the Assessment Status Report, under the Individual Reports tab—to view another type of confirmation of their submitted Petition request

![Getting to Assessment Status Report](Image)

*Figure 59: Getting to Assessment Status Report*
8. Assessment Status Report (below) displays the Request for Waiver using Subsystem Waiver Request and also displays a link to the correspondence sent out for this action.

![Assessment Status Report](image)

*Figure 60: Assessment Status Report – Subsystem Waiver Request*

9. Clicking on “Waiver Request has been Received” link opens up the Correspondence detail

![Subsystem Waiver Request Correspondence](image)

*Figure 61: Subsystem Waiver Request Correspondence*
B-5. REQUEST: GENERAL RESPONSE

The General Response request sub-module is used by a NASS user to pose an inquiry or issue to the NASS business organization at HUD about a PHAS-related issue. The inquiry or issue will be reviewed by NASS business, who will respond in a timely fashion to the inquiry or issue. The requestor may only submit one General Response request at a time per any given PHA Code/FY combination. The requestor must wait until NASS Business responds to the request concerning any given PHA Code/FY, before submitting a new General Response request for that same PHA Code/FY.

1. PHA user having security role of “PHR – PHA Requester” will have the ability to request a General Response from NASS Business concerning their particular PHA’s PHAS scores, designation status, etc.

![Figure 62: Selecting General Response from the Request Menu](image)

The screen elements on the General Response screens and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>General Response Selection Screen</th>
<th>FIELD</th>
<th>FIELD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments (text field on details page)</td>
<td>Text field for entering (mandatory) comments to explain and support your request; there is always a 4,000 character limit</td>
<td></td>
</tr>
<tr>
<td>Upload Attachment (active link on details page)</td>
<td>Link to upload supporting documents for the request (Document types: Microsoft Word, Microsoft Excel, Microsoft Outlook, and Adobe PDF.) Documents uploaded will automatically be assigned the Attachment Category: ‘Request Supporting Documentation’</td>
<td></td>
</tr>
<tr>
<td>View Attachment (active link on details page)</td>
<td>Link to view all attachments that have been uploaded for the request</td>
<td></td>
</tr>
<tr>
<td>Submit (button on landing page)</td>
<td>To submit the selected PHA Code and Fiscal Year for the Request (and thereby proceed to the selection and detail pages for the Request)</td>
<td></td>
</tr>
<tr>
<td>Submit (button on details page)</td>
<td>To submit the request to HUD (NASS Business Office)</td>
<td></td>
</tr>
<tr>
<td>Reset (button on details page)</td>
<td>To completely clear whatever data you may have entered or selected (with text fields or drop-down list boxes) on this page</td>
<td></td>
</tr>
</tbody>
</table>
General Response Selection Screen

<table>
<thead>
<tr>
<th>FIELD</th>
<th>FIELD</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHA Code (text field on selection page and display on details pages)</td>
<td>PHA Code selected for the Request</td>
</tr>
<tr>
<td>PHA Name (display and active link on details page)</td>
<td>The name of the PHA selected for the Request; also a link with which to view the PHA Profile Page of that same PHA</td>
</tr>
<tr>
<td>Save (button on details page)</td>
<td>To save the Request before completing it later (request is stored as a “Draft” and not submitted)</td>
</tr>
<tr>
<td>Status (display on details page)</td>
<td>Status of the Request – will display as either “New” (when Request is begun by user; or “Draft” (when Request is saved rather than submitted right away)</td>
</tr>
</tbody>
</table>

Table 7: General Response Request Screen Elements

2. PHA user simply fills-out the mandatory Comments text field to explain and support your request for a General Response. (Note: there is a 4,000 character limit on the Comments field.)

Figure 63: General Response Request – Comments
3. PHA user can upload attachments by attaching the desired file, entering the mandatory File Description, and clicking on the SUBMIT button

![Upload File Attachment](image)

* Figure 64: General Response Request – Upload Attachment

4. PHA user submits a General Response Request by clicking on SUBMIT REQUEST button

![Request: General Response](image)

* Figure 65: General Response Request - Submission
5. PHA user views the confirmation message

![General Response Request - Confirmation](image)

*Figure 66: General Response Request – Confirmation*

B-5.1 Using Assessment Status Report to Confirm Requests (General Response)

6. PHA user can go to another portion of NASS—the Assessment Status Report, under the Individual Reports tab—to view another type of confirmation of their submitted General Response Request.

![Getting to Assessment Status Report](image)

*Figure 67: Getting to Assessment Status Report*
7. Assessment Status Report (below) displays the General Response Request and also displays a link to the correspondence sent out for this action.

![Assessment Status Report](image)

*Figure 68: Assessment Status Report – General Response Request*

8. Clicking on the “General Response Request... Received” link, for example, opens up the Correspondence detail.

![General Response Request Correspondence](image)

*Figure 69: General Response Request Correspondence*
B-6. REQUEST: PROJECT BASED WAIVER

The Project Based Waiver module allows users to submit a waiver request for a property (A.K.A. project or development or AMP) when such project cannot be inspected for a particular fiscal year and such projects will not be ordered for conducting inspection. The project based waiver could be granted in case of natural calamities or any other reason mandated by HUD not to perform inspection for a property. Currently, this module allows Project Based waiver request for PASS.

This function is used by a user to request a Project based waiver that will be reviewed and approved for a PHA to waive the inspection of a particular project to exclude such projects from ordering or be part of generation of score for a PHA’s overall weighted average score for PASS indicator.

1. **PHA user having security role of “PHR – PHA Requester”** will have the ability to request a Project Based Waiver for a PHA

![Figure 70: Selecting Project Based Waiver from the Request Menu](image)

The screen elements on the Project Based Waiver screens and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>Project Based Waiver Screens</th>
<th>FIELD</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Status</td>
<td>Status of the Request.</td>
</tr>
<tr>
<td></td>
<td>Comments</td>
<td>Reason for requesting waiver for a subsystem submission.</td>
</tr>
<tr>
<td></td>
<td>Submit</td>
<td>To go to next section of the screen and validate if no earlier waiver request is in-progress for selected subsystem.</td>
</tr>
<tr>
<td></td>
<td>PHA Code</td>
<td>PHA Code selected for the Request.</td>
</tr>
<tr>
<td></td>
<td>PHA Name link</td>
<td>To view PHA profile page.</td>
</tr>
</tbody>
</table>
## Project Based Waiver Screens

<table>
<thead>
<tr>
<th>FIELD</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subsystem</strong></td>
<td>Selection list displaying Financial Unaudited or Financial Audited is selected; user selects subsystem to request for extending due date of a submission.</td>
</tr>
<tr>
<td><strong>View button</strong></td>
<td>To view total number of projects available to PHA to request or cannot be requested for project based waiver.</td>
</tr>
<tr>
<td><strong>Select project</strong></td>
<td>To select list of all projects from available projects that can be requested for a waiver.</td>
</tr>
<tr>
<td><strong>Submit Request</strong></td>
<td>To submit the request to HUD.</td>
</tr>
<tr>
<td><strong>Reset</strong></td>
<td>To clear the data.</td>
</tr>
</tbody>
</table>
| **Upload Attachment (active link on details page)** | Link to upload supporting documents for the request (Document types: Microsoft Word, Microsoft Excel, Microsoft Outlook, and Adobe PDF.)  
  Documents uploaded will automatically be assigned the Attachment Category: ‘Request Supporting Documentation’ |
| **View Attachment (active link on details page)** | Link to view all attachments that have been uploaded for the request |

*Table 8: Project Based Waiver Request Screen Elements*
2. PHA user selects a project for which to Request a Project Based Waiver

![Image of Request: Project Based Waiver interface]

*Figure 71: Project Based Waiver Request – Project Selection*

3. PHA user shall click the check box field to select a Project and clicks on Add Project button

![Image of Project Based Waiver: Available Project List To Initiate New Request]

*Figure 72: Project Based Waiver Request – Select a Project*
4. PHA user can upload attachments by attaching the desired file, entering the mandatory File Description, and clicking on the **SUBMIT** button

![Upload File Attachment](image)

* Mandatory Field

**Figure 73: Project Based Waiver Request – Upload Attachment**

5. PHA user submits a Project Based Waiver after entering mandatory comments and clicking on the **SUBMIT REQUEST** button

![Request: Project Based Waiver](image)

**Figure 74: Project Based Waiver Request – Submission**
6. The user will view the confirmation message.

Project Based Waiver Request has been successfully sent to HUD. Your request will be processed in few days. If you have any further questions on your request, please contact us at phas@hud.gov.

*Figure 75: Project Based Waiver Request – Confirmation*
C. NASS INDIVIDUAL REPORTS

**NOTE:** Your screen may look different from examples shown. Various selection menus display only for users assigned a role to access and/or perform actions from those menus.

The Individual Reports tab (module) of NASS provides the Public Housing Agency (PHA) Executive Director and HUD Field Office users a means to review PHAS/Subsystem scores and related actions/profile information for a PHA’s assessment for each fiscal year via the Internet. Users can view—by navigating through the Individual Reports module—individual score reports for PHAs (PHA Score Report), individual status reports for PHAs (Assessment Status Report), and reports which show the status of the various requests submitted by a PHA (View Request Status).

![Individual Reports Menu](image)

*Figure 76: Individual Reports Menu*

The menu options under the Individual Reports module menu and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>REPORT</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Request Status</td>
<td>View the status of request for extension, waiver, subsystem waiver, appeals, petition, and general response</td>
</tr>
<tr>
<td>Assessment Status Report</td>
<td>View the status of HUD-REAC assessment actions on a PHA</td>
</tr>
<tr>
<td>PHA Score Report</td>
<td>View a PHA’s overall PHAS score and designation status, and access individual indicator score reports</td>
</tr>
</tbody>
</table>

*Table 9: Individual Reports Menu Choices*
C-1. VIEW REQUEST STATUS

View Request Status is a new option (sub-module) available to the user under the Individual Reports tab in NASS. This option enables PHA and HUD users to view Requests that have been submitted for Extensions, Waivers, Subsystem Waivers, Appeals, Petitions, and General Response. The pages of View Status Request provide request details such as the Status, Comments, and the file attachments. If the Status of the Request is in an in-progress state such as Submitted or Reviewed, then a user can modify the request to the extent of adding more comments and uploading new file attachments. If the Status of the Request is in a completed state such as Rejected, Denied, Cancelled, Responded, or Granted, then a user can see the request but merely in Read-Only mode and the file attachment functionality is disabled also.

![Figure 77: Selecting View Request Status from Individual Reports Menu](image)

C-1.1 WHEN YOU WANT TO VIEW STATUS OF EXTENSION OR WAIVER...

User clicks on the links for either one of the Extend Due Date requests – Extension or Waiver on the View Request Status Landing Page.

![Figure 78: View Request Status Landing Page](image)
1. The system brings up a View Request Status Selection Page – Extension or Waiver – screen that displays the entire list of Extensions or Waivers that meet your criteria. The screen views for Extensions versus Waivers differ slightly (see immediately below).

2. NOTE: the View Request Selection Page – Extension/Waiver will look the same whether you are searching for a request by PHA code and/or fiscal year.

![Figure 79: View Request Status – Extension (top) and Waiver (bottom) Selection Pages](image)

3. On the View Request Status Selection Page – for Extensions or Waivers, user must click on the PHA Code link (at the far left of the tabular list) to proceed to the View Request Status Details Page – for Extensions or Waivers.

![Figure 80: View Request Status – Extension (top) and Waiver (bottom) PHA Code link](image)
4. The View Request Status Details Pages – for both Extensions and Waivers, shown here, are where you view the details of a particular (Extension or Waiver) request.

![Image of View Request Status Details Page]

Figure 81: View Request Status – Extension (top) and Waiver (bottom) Details Page
5. The sample View Request Status Details Page – for a Waiver shown below is in a Read-Only mode (the kind obtained when the Request is in a completed state with a status of Rejected, Denied, Cancelled, Responded, or Granted. However for an Extension, the Request Status can only be seen in Read-Only mode when the status is Approved, Rejected or Cancelled.

6. If the status of the Waiver Request is in an in-progress state such as Submitted or Reviewed, then the View Request Status Details Page will allow a user to modify the Request to the extent of adding more comments and uploading new file attachments. However, for an Extension, the Request can only be modified when the in-progress state is a Submitted status; it will not be viewed if it has a status of “Reviewed.”

![View Request Status Details Page](image1)

*Figure 82: View Request Status – Extension/Waiver Details Page (Read-Only Mode)*

**C-1.2 WHEN YOU WANT TO VIEW STATUS OF SUBSYSTEM WAIVER...**

1. User clicks on the links for either one of the Extend Due Date requests – Subsystem Waiver on the View Request Status Landing Page.

![View Request Status Landing Page](image2)

*Figure 83: View Request Status Landing Page*
2. The system brings up a View Request Status Selection Page – Subsystem Waiver – screen that displays the entire list of Subsystem Waivers that meet your criteria.

NOTE: the View Request Selection Page – Subsystem Waiver will look the same whether you are searching for a request by PHA code only, fiscal year only, or PHA code and fiscal year.

![Figure 84: View Request Status – Subsystem Waiver Selection Page](image)

3. On the View Request Status Selection Page – Subsystem Waiver, user must click on the PHA Code link (at the far left of the tabular list) to proceed to the View Request Status Details Page – Subsystem Waiver.

![Figure 85: View Request Status – Subsystem Waiver PHA Code link](image)

4. The View Request Status Details Page, shown here, is where you view the details of that particular (Subsystem Waiver) request

![Figure 86: View Request Status – Subsystem Waiver Details Page](image)
5. The sample View Request Status Details Page – Subsystem Waiver shown here is in a modifiable mode (the kind obtained when the Request is in an in-progress state with a status such as Submitted or Reviewed).

6. If the status of the Subsystem Waiver Request is in a completed state with a status of Rejected, Denied, Cancelled, Responded, or Granted, the View Request Status Details Page – Subsystem Waiver will be in a Read-Only mode and will not allow changes.

Figure 87: View Request Status – Subsystem Waiver Details Page (Modifiable Mode)

C-1.3 WHEN YOU WANT TO VIEW STATUS OF APPEAL OR PETITION...

1. User clicks on the links for either one of the Extend Due Date requests – Appeal/Petition on the View Request Status Landing Page.

Figure 88: View Request Status Landing Page

2. The system brings up a View Request Status Selection Page – Appeal/Petition – screen that displays the entire list of Appeals/Petitions that meet your criteria.

3. NOTE: the View Request Selection Page – Appeal/Petition will look the same whether you are searching for a request by PHA code only, fiscal year only, or PHA code and fiscal year.
4. On the View Request Status Selection Page – Appeal/Petition, user must click on the PHA Code link (at the far left of the tabular list) to proceed to the View Request Status Details Page – Appeal/Petition.

5. The View Request Status Details Page, shown here, is where you view the details of that particular (Appeal/Petition) request.
6. The sample View Request Status Details Page – Appeal/Petition shown here is in a modifiable mode (the kind obtained when the Request is in an in-progress state with a status such as Submitted or Reviewed).

7. If the status of the Appeal/Petition Request is in a completed state with a status of Rejected, Denied, Cancelled, Responded, or Granted, the View Request Status Details Page – Appeal/Petition will be in a Read-Only mode and will not allow changes.

C-1.4 WHEN YOU WANT TO VIEW STATUS OF GENERAL RESPONSE REQUEST...

1. User clicks on the links for either one of the Extend Due Date requests – General Response on the View Request Status Landing Page.

2. The system brings up a View Request Status Selection Page – General Response – screen that displays the entire list of General Response that meet your criteria.

3. NOTE: the View Request Selection Page – General Response will look the same whether you are searching for a request by PHA code only, fiscal year only, or PHA code and fiscal year.
4. On the View Request Status Selection Page – General Response, user must click on the PHA Code link (at the far left of the tabular list) to proceed to the View Request Status Details Page – General Response.

5. The View Request Status Details Page, shown here, is where you view the details of that particular (General Response) request.

---

**Figure 94: View Request Status – General Response Selection Page**

4. On the View Request Status Selection Page – General Response, user must click on the PHA Code link (at the far left of the tabular list) to proceed to the View Request Status Details Page – General Response.

5. The View Request Status Details Page, shown here, is where you view the details of that particular (General Response) request.

---

**Figure 95: View Request Status – General Response PHA Code link**

**Figure 96: View Request Status – General Response Details Page**
6. The sample View Request Status Details Page – General Response shown here is in a Read-Only mode (the kind obtained when the Request is in a completed state with a status of Rejected, Denied, Cancelled, Responded, or Granted.

7. If the status of the General Response Request is in an in-progress state such as Submitted or Reviewed, then the View Request Status Details Page will allow a user to modify the Request to the extent of adding more comments and uploading new file attachments.

![Figure 97: View Request Status– General Response Details Page (Read-Only Mode)](image)

The screen elements on the View Request Status screens and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>View Request Status Screens</th>
<th><strong>FIELD</strong></th>
<th><strong>DESCRIPTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>PHA Code</td>
<td>PHA Code that corresponds to the one that has a request you would like to review.</td>
<td></td>
</tr>
<tr>
<td>Fiscal year</td>
<td>Fiscal year that corresponds to the one in which there may be a request you would like to review.</td>
<td></td>
</tr>
<tr>
<td>Fiscal year End</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Submit button</td>
<td>There is only one (1) type of Submit button in this sub-module – the one that submits your search selection for PHA code and/or fiscal year – on the View Request Status Landing Page.</td>
<td></td>
</tr>
<tr>
<td>Request date</td>
<td>The date the Request being viewed was originally submitted.</td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>The status of progress in the Request going through the recommendation and finalization (final decision) process.</td>
<td></td>
</tr>
<tr>
<td>Request Comments</td>
<td>Previous comments associated with the request that are displayed in the View Request Status Details Page.</td>
<td></td>
</tr>
<tr>
<td>Decision Comments</td>
<td>Comments made by NASS Business at either the Recommendation or Final Decision stages of the Decision process for the request. These are displayed in the View Request Status Details Page.</td>
<td></td>
</tr>
<tr>
<td>File Attachments</td>
<td>Files previously attached to a Request at any stage of review and approval.</td>
<td></td>
</tr>
</tbody>
</table>
### C-2. PHA SCORE REPORT

The **PHA Score Report Page** allows PHA users to view the PHAS score; the designation status; the individual financial, management, physical, and capital fund indicator scores; and the PHAS status (the PHA’s progress through the new fiscal year scoring process including review and analysis by HUD’s NASS team) for a selected PHA — once the PHAS score has been released. Before the latest PHAS has been released, PHA users will see N/A for all scores and the designation status. If a score displays in red, it has been invalidated in the system. Links on this page enable the user to access additional pages providing information that is more detailed for Physical, Financial, Management, and Capital Fund scores. Use the scroll bar to view the entire page.

![Selecting PHA Score Report from Individual Reports Menu](image)

**Figure 98: Selecting PHA Score Report from Individual Reports Menu**

1. Once the system displays a **PHA Score Report Page** for a valid PHA/fiscal year (after the user has submitted a PHA code and fiscal year on the initial menu selection screen), then the user may click on the links — for Physical, Financial, Management, and Capital Fund PHAS indicators — on the **PHA Score Report Page** in order to access additional pages which provide more detailed scoring information.

---

<table>
<thead>
<tr>
<th>FIELD</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upload Attachment</td>
<td>Active link for going to the File Upload pop-up window and attaching an additional file with the Request.</td>
</tr>
<tr>
<td>View Attachment</td>
<td>Active link for going to the View Attachment pop-up window.</td>
</tr>
<tr>
<td>Request ID</td>
<td>A discrete number — system generated by NASS — given to each new Request.</td>
</tr>
<tr>
<td>Event Date</td>
<td>Date the Request was originally submitted.</td>
</tr>
<tr>
<td>User Name</td>
<td>User name of the person who originally submitted the Request.</td>
</tr>
<tr>
<td>Subsystem</td>
<td>Displayed name of the PHAS-related system that the Request concerns.</td>
</tr>
</tbody>
</table>

*Table 10: View Request Status Screen Elements*
Figure 99: Screen View of the PHA Score Report Page

The screen elements on the PHA Score Report screens and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>PHA Score Report Screens</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Field</strong></td>
<td>Description</td>
</tr>
<tr>
<td><strong>PHA Information</strong></td>
<td>PHA code, PHA name (links to PHA Profile Page), and fiscal year end for the PHA that is displayed</td>
</tr>
<tr>
<td><strong>PHAS Score</strong></td>
<td>PHA’s overall score in NASS based on all four indicators</td>
</tr>
</tbody>
</table>
| **PHA Score PDF Reports**| 1. PHA Score Report for Posting PDF ➔ This PDF report will provide PHA’s PHAS Designation for each Fiscal Year and intended to be posted in PHA’s office  
2. PHAS Score Report Page PDF ➔ This report—also in PDF format—will provide complete information on PHAS Score and Indicator Scores |
| **Designation Status**   | A PHA’s PHAS designation is based on its overall score |
| **PHAS Status**          | Status of PHA’s progress through latest scoring process (links to Assessment Status Report Page) |
| **PHAS Indicator**       | The four components to PHAS scoring (each one links to corresponding score reports for the four indicators—Physical Condition, Financial Condition, Management Operations, Capital Fund Program) |
| **Original Score**       | PHA’s score prior to any adjustments |
### PHA Score Report Screens

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjustment (when applicable)</td>
<td>Any adjustments to PHAS score or Indicator score(s) displayed are linked to pages explaining the number of points added to or deducted from the PHA’s score</td>
</tr>
<tr>
<td>Net Score (when applicable)</td>
<td>PHA’s score after any adjustments</td>
</tr>
<tr>
<td>Maximum Score</td>
<td>Maximum number of points available for an indicator</td>
</tr>
<tr>
<td>Indicator/PHAS Explanation</td>
<td>Links to explanation of the indicator scoring methodology</td>
</tr>
</tbody>
</table>

**Table 11: PHA Score Report Page Screen Elements**

### C-2.1 PHA Score Report - PHA Profile Page

2. When the user clicks on the link in the **PHA Name** data field (in the PHA information area) at the top of the PHA Score Report, the user is brought to the **PHA Profile Page**.

![Figure 100: PHA Name Links to the PHA Profile Page](image)

The **PHA Profile Page** displays basic information about the PHA including address; phone number; fax number; executive director’s name and address; number of low rent/section-8 units; and AMP related information. A screen image as well as a table of screen element descriptions for the **PHA Profile Page** is given below:
Figure 101: PHA Profile Page

The screen elements on the PHA Profile screens and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>PHA Profile Screens</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FIELD</strong></td>
<td><strong>DESCRIPTION</strong></td>
</tr>
<tr>
<td>PHA Information</td>
<td>PHA code, PHA name, PHA phone number, PHA Fax number (if available), PHA physical address, PHA’s Fiscal Year End (FYE), Program Center (HUD field office with jurisdiction), PHA’s executive director’s name, PHA’s executive director’s email address.</td>
</tr>
<tr>
<td>Date FYE Last Changed</td>
<td>The last date when fiscal year end was updated</td>
</tr>
<tr>
<td>Low Rent Count</td>
<td>Total low rent unit count for a PHA</td>
</tr>
<tr>
<td>Section 8 Only</td>
<td>Total Section 8 unit count for a PHA</td>
</tr>
<tr>
<td>Total</td>
<td>Total units within a PHA</td>
</tr>
<tr>
<td>Table of PHA’s Projects</td>
<td>Includes the project (development) name and the low rent count and Unit count for each project.</td>
</tr>
<tr>
<td>Total (bottom row of table)</td>
<td>The total number of units (only low rent units) for that PHA.</td>
</tr>
</tbody>
</table>

Table 12: PHA Profile Page Screen Elements
C-2.2 PHA Score Report - PHAS Scoring

3. When the user clicks on the links in the PHAS Indicator column (Physical, Financial, Management Operations, Capital Fund) on the PHA Score Report Page, the user is brought to the Indicator Score Reports for each of those respective individual PHAS indicators – see Section C-2.3, below.

The PHAS indicator scores—components of the overall PHAS score and apportioned per the PHAS Rule in effect at any given time—are displayed in two different ways by NASS, corresponding to the two different scoring formulas dictated by the two most recent PHAS Rules: 1) the PHAS II Rule, effective for PHAs whose FYE is 12/31/2010 and earlier; and (2) the PHAS Interim Rule, effective for PHAs whose FYE is 3/31/2011 and later.

The PHA Score Report Page will display the PHAS indicators and their respective maximum scores for all PHAs whose FYE is 12/31/2010 and earlier, in the way shown in Figure 95:

![Figure 102: PHA Score Report Showing Maximum Scores per PHAS II Rule](image)

The PHA Score Report Page will display the PHAS indicators and their respective maximum scores for all PHAs whose FYE is 3/31/2011 and later, in the way shown in Figure 96:

C-2.2.1 PHA Score Report - Redistribution

4. When NASS receives exceptions from FASS system instead of a score due to situation such as Mixed- Finance, RAD or NO – Equity, PHA Score Report page will display the MXF, RAD and No
Equity under original column for financial indicator instead of score value for a PHA. When PHA has no funds assigned for Capital fund, NASS will assign Capital Fund exception, and HA score Report will display “Exception” under original column for Capital Fund Indicator.
### PHA Score Report for Fiscal Year 2016

**PHA Information**

<table>
<thead>
<tr>
<th>PHA Code</th>
<th>PHA Name</th>
<th>Fiscal Year End</th>
</tr>
</thead>
<tbody>
<tr>
<td>IA005</td>
<td>Lone Tree Housing Commission</td>
<td>03/31/2016</td>
</tr>
</tbody>
</table>

**PHAS Score: 82**

**Designation Status:** Standard Performer

**PHAS Status:** Released

Select a PHAS indicator to view details relating to the composite score.

<table>
<thead>
<tr>
<th>PHAS Indicator</th>
<th>Original Score</th>
<th>Maximum Score</th>
<th>Indicator/PHAS Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical</td>
<td>62</td>
<td>80</td>
<td>Explanation</td>
</tr>
<tr>
<td>Financial</td>
<td>RAD</td>
<td>Excluded</td>
<td>Explanation</td>
</tr>
<tr>
<td>Management</td>
<td>RAD</td>
<td>Excluded</td>
<td>Explanation</td>
</tr>
<tr>
<td>Capital Fund</td>
<td>20</td>
<td>20</td>
<td>Explanation</td>
</tr>
<tr>
<td>PHAS Total Score</td>
<td>82</td>
<td>100</td>
<td>Explanation</td>
</tr>
</tbody>
</table>

The scores in RED and ITALICS have been invalidated.

---

### PHA Score Report for Fiscal Year 2016

**PHA Information**

<table>
<thead>
<tr>
<th>PHA Code</th>
<th>PHA Name</th>
<th>Fiscal Year End</th>
</tr>
</thead>
<tbody>
<tr>
<td>KS023</td>
<td>Kinsley Housing Authority</td>
<td>03/31/2016</td>
</tr>
</tbody>
</table>

**PHAS Score: 60**

**Designation Status:** Substandard

**PHAS Status:** Released

Select a PHAS indicator to view details relating to the composite score.

<table>
<thead>
<tr>
<th>PHAS Indicator</th>
<th>Original Score</th>
<th>Maximum Score</th>
<th>Indicator/PHAS Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical</td>
<td>40</td>
<td>80</td>
<td>Explanation</td>
</tr>
<tr>
<td>Financial</td>
<td>No Equity</td>
<td>Excluded</td>
<td>Explanation</td>
</tr>
<tr>
<td>Management</td>
<td>No Equity</td>
<td>Excluded</td>
<td>Explanation</td>
</tr>
<tr>
<td>Capital Fund</td>
<td>20</td>
<td>20</td>
<td>Explanation</td>
</tr>
<tr>
<td>PHAS Total Score</td>
<td>60</td>
<td>100</td>
<td>Explanation</td>
</tr>
</tbody>
</table>

Last Updated: 09/17/2015
# PHA Score Report for Fiscal Year 2016

**PHA Information**
- **PHA Code**: K3026
- **PHA Name**: Luray Housing Authority
- **Fiscal Year End**: 02/31

**PHAS Score**: 88
**Designation Status**: Standard Performer
**PHAS Status**: Released

Select a PHAS indicator to view details relating to the composite score.

<table>
<thead>
<tr>
<th>PHAS Indicator</th>
<th>Original Score</th>
<th>Maximum Score</th>
<th>Indicator/PHAS Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical</td>
<td>33</td>
<td>44</td>
<td>Explanation</td>
</tr>
<tr>
<td>Financial</td>
<td>26</td>
<td>29</td>
<td>Explanation</td>
</tr>
<tr>
<td>Management</td>
<td>27</td>
<td>28</td>
<td>Explanation</td>
</tr>
<tr>
<td>Capital Fund</td>
<td>Exception</td>
<td>Excluded</td>
<td>Explanation</td>
</tr>
<tr>
<td>PHAS Total Score</td>
<td>88</td>
<td>100</td>
<td>Explanation</td>
</tr>
</tbody>
</table>

Last Updated: 09/17/2015

The scores in RED and ITALICS have been invalidated.
C-2.3 PHA Score Report – PHAS Indicator Links and Pages

**PHAS - Physical Indicator hyperlink**—When the user clicks on the “Physical” link (under the PHAS Indicator) for a PHA, the system will display one of two versions of the “PHAS - Physical Indicator Report”, depending on which DCD (data collection device) was in use at the time of the inspection. Users will see one type of report for inspections performed (with DCD 2.3) on PHAs with a FYE of 09/30 in the fiscal year 2012—or for any FYE/FY earlier than this; then another type of inspection report will be displayed for inspections performed (with DCD 4.0) on PHAs with a FYE of 12/31 in the fiscal year 2012—or for any FYE/FY after that.

The first type of “PHAS - Physical Indicator Report”—for a DCD 2.3-based inspection performed on a PHA with the FYE/FY of 09/30/2012 or earlier—will look like that shown in Figure 97:
Figure 104: PHAS-Physical Indicator Report (PASS) – FYE/FY 09/30/2012 or Before

The second type of “PHAS - Physical Indicator Report” — for a DCD 4.0-based inspection performed on a PHA with the FYE/FY of 12/31/2012 or later — will look like that shown in Figure 98:

Figure 105: “PHAS - Physical Indicator Report” (PASS) – FYE/FY 12/31/2012 or After
**PHAS - Financial Indicator hyperlink**—When the user clicks on the “Financial” link (under the PHAS Indicator) for a PHA, the system will display one of two versions of the FASS report, depending on whether or not the PHA has received an LPF for that particular FY. Users will see one type of FASS report for a PHA has NOT received an LPF for that particular FY; but another type of FASS report will be displayed for a PHA that has received an LPF.

The first type of “PHAS - Financial Indicator Report”— for a PHA has NOT received an LPF —will look like that shown in Figure 99:

![Figure 106: PHAS - Financial Indicator Report (FASS) – for a PHA with no LPF Assessed](image)

The second type of “PHAS - Financial Indicator Report”— for a PHA that does have an LPF—will look like that shown in Figure 100:
**Figure 107: PHAS - Financial Indicator Report (FASS) – for a PHA that has had an LPF Assessed**

**PHAS - Management Operations Indicator hyperlink**—When the user clicks on the “Management Operations” link (under the PHAS Indicator) for a PHA, the system will display one of two versions of the MASS report, depending on whether or not the PHA has received an LPF for MASS for that particular FY. Users will see one type of MASS report for a PHA has NOT received an LPF for MASS for that year; but another type of MASS report will be displayed for a PHA that has received an LPF for MASS.

The first type of “PHAS - Management Operations Indicator Report” — for a PHA that has NOT received an LPF for MASS — will look like that shown in Figure 101:

**Figure 108: PHAS - Management Operations Indicator Report (MASS) – without LPF - MASS**
The second type of “PHAS - Management Operations Indicator Report” — for a PHA that does have an LPF for MASS — will look like that shown in Figure 102:

Figure 109: PHAS - Management Operations Indicator Report (MASS) – with LPF - MASS
C-2.4 PHA Score Report - PDFs

There are two printable PDF files available from the PHA Score Report Page—the PHA Score Report for Posting PDF and the PHAS Score Report PDF. They have recently been updated (October 2012 Release) in terms of formatting and new information. Now one of them, the PHAS Score Report PDF, displays full scoring details for the Financial and Capital Fund indicator scores. PHA users are able to view both of these hyperlinks for the PDFs and download/save/print them as soon as the PHAS Status for the PHA has been changed to “Released.”

Figure 110: PDF Reports Available on PHA Score Report Page

5. The PHA Score Report for Posting PDF is shown below. It is the simpler of the two PDFs available for download and saving. It contains the following:
   - PHA Name and Fiscal Year for the score
   - The PHA’s PHAS Score
   - The PHA’s Designation Status
   - The Published Date (available as soon as the PHAS Score has been released)
   - Instructions (bottom of sheet) for posting report.
6. The PHAS Score Report PDF is shown below. It is the more detailed of the two PDFs available for download and saving. It contains the following:
   - PHA identifying information (PHA code, name, FYE)
   - Complete breakdown of the PHA’s PHAS score (including all sub-indicator scores and designation status)
   - Financial Score details
   - Capital Fund Score details
   - Expanded explanatory notes (please note the updated information here).
C-2.5 PHA Score Report - Release History

**Release History Link**—the PHA Score Report page displays the number of releases of the PHAS score for any given PHA. When a PHAS score has been released more than once, the Release History number will be an active hyperlink on the PHA score report page—as shown in Figure 106—that when clicked on, displays a Release History page.
Release History Page—when the user clicks the Release History link on the PHA Score report page, a Release History page is displayed on the screen—as shown in Figure 107—showing information about all of the releases for the same PHA code.
C-3. ASSESSMENT STATUS REPORT

The Assessment Status Report Page allows the PHA user to view the status of HUD-REAC assessment actions on a PHA—basically, the progress of the PHA’s PHAS-related assessments.

1. Minimally, the Assessment Status Report—as shown below (Screen Sample A – in Figure 109)—lists the most recent actions performed by HUD-REAC on the PHA and the dates on which those actions occurred. Actions are listed by PHAS Indicator. Use the scroll bar to view the entire page, if necessary.
2. The **Assessment Status Report Page** not only now displays Capital Fund Program (CFP) scores that have been system-generated by the NASS system, but additionally, it potentially reflects/records a multitude of decisions (including any and all of the decision types—approved, rejected, cancelled, or responded), actions, and events regarding a PHA, as seen below (Screen Sample B – in Figure 110) and which include the following:

- A requested Appeal, using Appeal Request— also see section B. PHAS APPEALS
- A requested Extension, using Extend Due Date Request—also see section C. EXTENSIONS
- A requested Waiver using Extend Due Date Request—also see section C. EXTENSIONS
- A requested Petition using Petition Request—also see section D. PETITIONS
- A requested Waiver using SubSystem Waiver Request
- The adding or removing of a Small PHA Deregulation (SPD) designation status
- Late Presumptive Failure (LPF) actions or events—including the adding or removing of FASS LPF, MASS LPF; and the adding or removing of an Override of a FASS Unaudited LPF.

### Assessment Status Report

**Report Date:** 07/03/2013  
**Fiscal Year End:** 09/30

The following are the most recent actions performed by REAC on the PHA and the dates on which those actions occurred:

<table>
<thead>
<tr>
<th>PHA Code</th>
<th>PHA Name</th>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARI16</td>
<td>N/A</td>
<td>View Status Details</td>
<td>07/03/2013</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>PHAS Score</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Assessment Type**

- Override FASS Unaudited Late Presumptive Failure 07/03/2013
- Small PHA Designation Removal 07/03/2013
- Small PHA Deregulation 07/03/2013
- MASS LPF Remove for Audited or Unaudited 07/03/2013
- MASS Unaudited Score of Zero (Presumptive Rating of Failure) 08/03/2013
- Subsystem Waiver Request has been Received – FASS 05/26/2013

**Figure 117: Assessment Status Report with Various Decisions, Actions, and Events**

The screen elements on the Assessment Status Report screens and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>Assessment Status Report Screens</th>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PHA Code</strong></td>
<td>HUD ID for the PHA, plus with a link – View Status Details – to view the <strong>PHA Status Details Page</strong></td>
<td></td>
</tr>
<tr>
<td><strong>PHA Name</strong></td>
<td>Link (e.g., North Bergen Housing Authority) to <strong>PHA Profile Page</strong></td>
<td></td>
</tr>
</tbody>
</table>
### Assessment Status Report Screens

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designation Status</td>
<td>PHA’s PHAS designation</td>
</tr>
<tr>
<td>PHAS Score</td>
<td>Public Housing Authority combined SubSystem Score</td>
</tr>
<tr>
<td>Assessment Type</td>
<td>Assessment status is listed by indicator (Link e.g., Physical Inspection Released) to Correspondence.</td>
</tr>
<tr>
<td>Event</td>
<td>Action or event pertaining to the indicator</td>
</tr>
<tr>
<td>Requests for:</td>
<td></td>
</tr>
<tr>
<td>.extension, using Extend Due Date Request (or Global Extension)</td>
<td></td>
</tr>
<tr>
<td>waiver using Extend Due Date Request (or Global Waiver)</td>
<td></td>
</tr>
<tr>
<td>waiver using SubSystem Waiver Request</td>
<td></td>
</tr>
<tr>
<td>Decisions pertaining to any of the above requests:</td>
<td></td>
</tr>
<tr>
<td>Approved</td>
<td></td>
</tr>
<tr>
<td>Rejected</td>
<td></td>
</tr>
<tr>
<td>Cancelled</td>
<td></td>
</tr>
<tr>
<td>Responded</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Date action or event occurred</td>
</tr>
</tbody>
</table>

**Table 13: Assessment Status Report Page Screen Elements**

#### C-3.1 View Status Details

When the user clicks on link labeled “View Status Details,” at the top of the Assessment Status Report Page, the user is brought to the PHA Status Details Page. This page provides further details about the status of the actions performed by HUD-REAC on the PHA.

3. Recently (October 2012 release), updates to NASS were made so that the PHA Status Details Page displays the total approved extension days (when an extension request has been approved) and recalculates the Financial Unaudited Due Date. Also, the PHA Status Details Page displays the total approved waiver days (when a waiver request has been approved) and recalculates the Financial Audited Due Date. A sample of the latest version of the PHA Status Details Page now displaying total approved days for the extensions and/or waivers is shown in the following screen snapshot:
The screen elements on the PHA Status Details screens and the actions they perform are explained in the table below:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHA Code</td>
<td>HUD ID number for the PHA</td>
</tr>
<tr>
<td>PHA Name</td>
<td>Link (e.g., North Bergen Housing Authority) to PHA Profile Page</td>
</tr>
<tr>
<td>Fiscal Year End Date</td>
<td>PHA’s fiscal year end date</td>
</tr>
<tr>
<td>Extension Days</td>
<td>Indicates the number of days an extension for the PHA has been approved</td>
</tr>
<tr>
<td>Waiver Days</td>
<td>Indicates the number of days a waiver the PHA has been approved</td>
</tr>
<tr>
<td>Actual Due Date</td>
<td>Lists the data submission deadlines for each indicator (subsystem)</td>
</tr>
<tr>
<td>Late Status</td>
<td>Lists the number of days data is late</td>
</tr>
</tbody>
</table>

Table 14: PHA Status Details Page Screen Elements

C-3.2 PHA Profile Page

4. When the user clicks on the link associated with the PHA Name data field---either at the top of the Assessment Status Report Page or on the PHA Status Details Page, the user is brought to the PHA Profile Page.

Note: Please refer to Section C-2.1, above, which gives information regarding the PHA Profile Page functionality, which is the same as that available from the PHA Status Report Page.
D. EXITING NASS (LOGGING OUT)

Users can exit and return to NASS at any time. Because NASS is a secure system containing sensitive public housing information, you should exit NASS when leaving the computer.

1. Click on the SYSTEMS MENU link in the top right portion of the NASS home page screen, above the menu bar.

![NASS Home Page Screen](image)

*Figure 119: NASS Home Page Screen*

2. The NASS application closes and the user is brought back to the Secure Systems Main Menu screen (see next page).
3. User clicks "logout" at the top right of the Secure Systems Main Menu screen.

![Figure 121: Logging out of Secure System](image-url)
4. User is brought to the “Logged Out” confirmation screen...

![Logged Out](image)

*Figure 122: Last Screen Before System Closes Browser*

5. User clicks on the link in the center of the screen – “Click to Close Window!” – and user’s browser closes, bringing user back to the desktop.

![Desktop](image)

*Figure 123: System Returns User to Desktop after Closing Browser*
GETTING HELP

The PIH-REAC Technical Assistance Center (TAC) is available during extended business hours (Monday through Friday, 7:00am - 8:30pm EST) to answer your questions or comments about using NASS as well as to assist with any common problems that PHA users may encounter. If a TAC helpdesk analyst cannot resolve the issue, then they will contact the NASS Business team for further assistance.

The TAC can be contacted several different ways. Via phone, TAC can be reached at 1-888-245-4860. TAC may also be reached through email at REAC_TAC@hud.gov, or by using the PIH-REAC Technical Assistance Center link, at the bottom of every page in NASS. Users will receive responses to their email contacts by either return email or telephone.

(NOTE: HUD security protocol PROHIBITS sending sensitive information, such as, Social Security Numbers, passwords, and other individual personal data through web, fax or email.)