HOUSING AUTHORITY USER MANUAL

Public and Indian Housing (PIH)

Real Estate Assessment Center (REAC)

Inventory Management System (IMS)

Housing Inventory Module

Housing Agency sub Module

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

Prepared by: **QSSI, Inc.**

Shiva Information Technology Services, Inc.

TABLE OF CONTENTS

1.0 HOUSING INVENTORY

1.0 HOUSING INVENTORY

The **Housing Inventory** sub module allows the user to view PHA data, inventory of units that the PHA has at its disposal, and allows the user to propose buildings or units for removal. The **Housing Inventory** module includes three sub modules: **Housing Agency** sub module, **Development** sub module and the **Inventory Removals** sub module.

The **Housing Agency** sub module provides various types of data for PHAs. PHAs can use this sub module to enter, update and maintain their information. This sub module also allows the users to create new PHAs.

The **Development** sub module includes information about the inventory of units and buildings that PHAs manage. This sub module allows the users to view the current unit and building inventory, add new inventory items and delete inventory items that are no longer needed. The inventory information is provided at the development level, building level and unit level. Users can group any inventory items in the database based on various For example, units can be grouped by unit tenant status, submission status type, or unit designation.

The **Inventory Removals** sub module allows PHAs to remove certain items from their inventory by proposing those items for demolition / disposition. This sub module allows PHAs to fill the demo/dispo application, submit it with accompanying documentation, review the application and approve it. After the demo/dispo application is approved, inventory items that are subject to that application no longer are part of the PHA's inventory.

1.1 HOUSING AGENCY

The **Housing Agency** sub module is a primary resource for HA location, staff, and inventory data. It allows the user to view and print information for different Housing Agencies (see Figure 1).

Figure 1: Housing Authority tab

Accessible via the **Housing Inventory** module in the Public and Indian Housing Information Center (PIC), this sub module contains the official listings for an HA's:

- Physical and Mailing Addresses

- Phone and Fax Numbers

- Assigned HUD Staff

- Contact Person Information (e.g. the **executive director's** email address)

- Occupancy Reports

- Historical Event Records

In addition, the **Housing Agency** sub module provides the functionality to Review, Approve, and Reject Occupancy Reports online (for HUD); and Generate customized reports on a variety of HA-related topics.

HA Sub module Data Sources

In order to understand the information in the **Housing Agency** sub module, it is important to know the sources that supply data displayed in this sub module. The following provides the data sources for the main categories of information presented in the sub module. Refer to the topic-specific sections of this manual for more extensive data source information.

HA Staff Supplied Data

The HA staff members are responsible for supplying and updating the following information as necessary:

- HA Addresses

- HA Phone and Fax Numbers

- Contact Information for People with HA Roles

- Occupancy Report Submissions

HUD Staff Supplied Data

The Hub and Program Center (PC) staff members are responsible for supplying the following information:

- HUD Staff Assignments

- Temporary Office Designations (when needed)

- Occupancy Report Approvals or Rejections

Funding Data

The **Housing Agency** sub module draws funding data from the HUD Central Accounting and Program System (HUDCAPS) and the Line of Credit Control System (LOCCS).

lnventory Data

The **Housing Agency** sub module draws the inventory data from PIC's **Development** sub module. The Section 8 Housing inventory data comes from HUDCAPS.

Performance Data

The Real Estate Assessment Center provides the HA performance data for the sub module. SEMAP supplies the Section 8 performance data.

Other HA Information Resources

Other HA resources in the HUD web space draw data from the **Housing Agency** sub module.

1.1.1 Housing Authority Tab

Privacy Act statement and Compliance Notice

Before the user proceeds to the **Housing Authority** tab, the user must to agree to the Privacy Act Statement and Compliance Notice. In order to do so, the user must read the legal agreement and click the **Agree** button (see Figure 2: Privacy Act Statement and Compliance Notice).

The Privacy Act protects sensitive data. Thus, if the user does not agree to comply with the Privacy Act Statement and Compliance Notice, the program would not display the data subject to the Privacy Act. If the user does not want to agree to comply with the Privacy Act and Compliance notice, the user can click **Decline**. In this case, the user can still access the pages in the sub module that requires the user to comply with the Privacy Act Statement; however, the program would not allow the user to access the data subject to Privacy Act.

Figure 2: Privacy Act Statement and Compliance Notice

1.1.1.1 List sub Tab

When the user clicks the **Housing Agency** module, the program displays the tabs available within this sub module. The **Housing Authority** tab is displayed by default. The **Housing Authority** tab allows the user to select the Public Housing Agency (PHA) using the controls on the **List** sub tab (see Figure 1).

To select a PHA, the user must select the **Field Office HA** in the **Select View** list. The **TARC HA** option allows the user to view a list of TARC HAs. TARC HAs are "troubled" PHAs that have problems and need assistance or corrections performed on their processes and that are assigned to the Troubled Agency Recovery Center. Then, the user must select the appropriate Hub and Field Office in the respective lists. The user must leave the default selection (**PO Field Operations**) in the **HQ Division** list. After the user selects the appropriate Filed Office, the program displays the list of PHAs associated with the current Filed Office.

The user can also use the search options and look for PHAs that match certain search criteria. The search options in the **Housing Authority Search Filters** section allow the user to narrow the list of PHAs that the program displays (Figure 3).

The **Program Type** search list allows the user to view PHAs that participate in a certain program type. The available program types are **Combined**, **Low-Rent** and **Section 8**. If the user selects the **All** option, then the program will include all PHAs in the search results regardless of the program type.

The **Activity Status** list allows the user to select PHAs that are active or inactive in the system. The available options are **Active**, **Inactive** and **All**. If the user selects the **Active** option, then the program will include the PHAs with the activity status set to **Active**. If the user selects the **Inactive** option, then the program will include the PHAs with the activity status set to **Inactive**. If the user selects the **All** option, then the program will display the PHAs of both activity statuses.

The **LR Size** list allows the user to select only PHAs that have a certain number of tenants.

To apply the search criteria, the user must click **Retrieve**. When the user clicks **Retrieve**, the program lists the PHAs that matched the search criteria set by the user in form of a grid. The grid indicates the total number of records (PHAs) that matched the search criteria and the number of records displayed on the current page. The grid features the following columns:

The **HA Code** column displays the PHA code that consists of two letters and three digits. The two letters indicate the state where that PHA is located. And the digits indicate individual number of the PHA. The HA codes are displayed as links. If the user clicks on any HA code, the program will display the data pertaining to the PHA selected and divided by sub tabs.

The **HA Name** column displays the name of the Housing Authority.

The **Temp Office** column displays the temporary office that the PHA is assigned to for correction and improvement, if applicable.

The **Program Type** column displays the type of the subsidized housing program in which that PHA participates.

The **FYE** column displays the fiscal year end date for every PHA. The fiscal year end date displays the last day and month of the PHA's fiscal year. A PHA can have only one of the four FYEs: 03/31, 06/30, 09/30, 12/31.

The **Low Rent Units** column displays the number of public housing units for every PHA that have the **Initial Approval Completed** submission status type associated with them. The program derives this data from the **Development** sub module. The **Section 8 Units** column displays the number of units subject to the Section 8 program. The program derives this data from the **Development** sub module.

The **Activity Status** column indicates whether the PHA is active or inactive in the system.

The user can sort the PHA list based on the columns. If the user clicks the column heading, the program will list the PHA list based on the data provided in this column in an ascending or descending order. The red asterisk (*) indicates troubled PHAs that have been assigned to TARC for correction.

Figure 3: List sub tab of the Housing Authority tab

1.1.1.2 Details sub Tab

The HA Code for each HA in the list is a link. The user can click it to view the **Details** page for the selected HA. If the number of HAs in the list exceeds one page (generally more than 100 entries), the program displays a **Next** link to allow the user to view the remaining records. After clicking the **Next** link, the user can also click the **Previous** link to return to the previous page. After selecting the HA from the table, the user can view its information on all other sub module pages without having to identify it again. The **Details** sub tab displays the two main groups of data – the summary Housing Agency details and inventory.
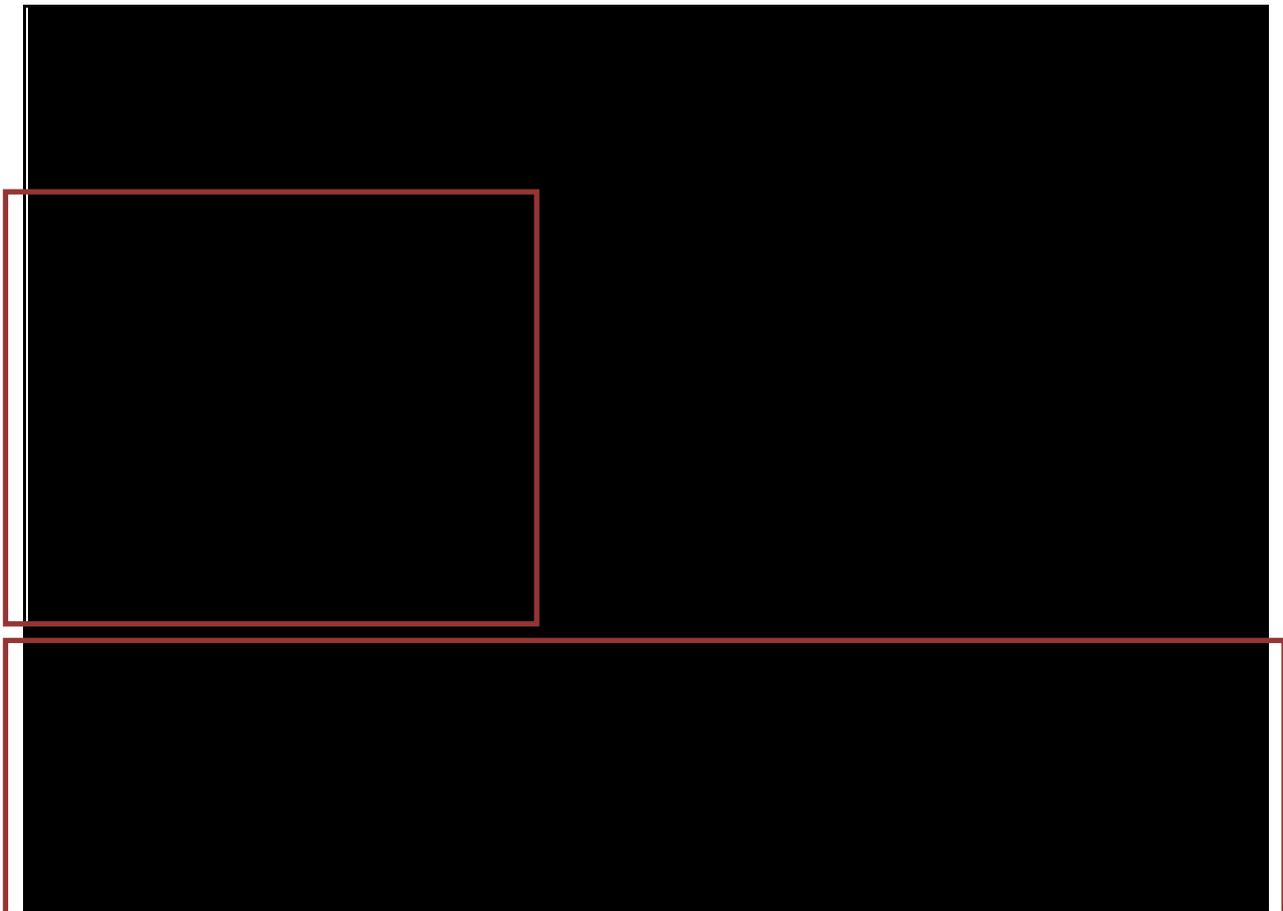
Figure 4: Details sub tab of the Housing Authority tab

The **Housing Authority Details** section of the **Details** sub tab displays the summarized PHA data. It also allows the user to modify PHA data (see Figure 4) using the options in the **Modification Type** list. The user can modify the following type of PHA data: PHA details (name and contact information) (see Figure 5), program type, FYE (fiscal year end), and the activity status.

If the user wants to change the program type or FYE, the user can perform two types of changes: a change or a correction. When a PHA switches from one program type to another, e.g. from **Low Rent** to **Section 8**, then the user must select the **Program Type – Change** option. If the user needs to change the program type due to a clerical error, then the user must enter the **Program Type – Correction** option. When a PHA changes its FYE, e.g. from **06/30** to **09/30**, then the user must select the **FY End – Change** option.

If the user needs to change the fiscal year end due to a clerical error, then the user must enter the **FY End – Correction** option.

Figure 5: Modify PHA Details page

After the user performs any changes, the user must click **Save** to save the changes or **Cancel** to exit the page without saving.

HA Codes

HA Codes for the Low Rent, Public Section 8, and Combined program types follow a simple format. This format consists of a post office abbreviation for the state or territory the HA is located in, and a three digit number. The number should continue the numerical ascent of the previous HA Code in the state or territory. There are no spaces or other characters separating these two components. Use a zero for a placeholder where needed. For example, the most recent HA Code assigned to a Delaware HA program is DE005. If the state creates another HA for one of those program types, the new HA Code would be DE006. The number should directly follow the most recent (highest) HA Code issued. PIC will not allow the user to create a new record if the HA Code has been used before. Even codes for defunct HAs cannot be used.

The **Housing Authority Unit Summary Information** section displays the summarized inventory information for the PHA derived from the **Development** sub module (see Figure 4). The summarized inventory information is displayed in form of a grid that provides the number of dwelling units, non-dwelling units and the total number of units that are part of the current PHA's inventory. The unit data for dwelling units is further broken down by unit designation i.e. elderly units and family units. The unit data for non dwelling units is further broken down into merged units and other types of non-dwelling units.

PIC distinguishes between 8 types of non-dwelling units: Administrative Uses, Merged Unit, MTW Neighborhood Services, Resident Amenities, Special Use – Anti Drug / Crime, Special Use – Other Resident Activities, Special Use – Self Sufficiency Activities, Unauthorized. For summarization purposes, the **Housing Authority Unit Summary Information** section displays only the combined count of non-dwelling units included in the current PHA's inventory. Further, the unit counts are broken down by unit designation and bedroom count.

1.1.1.3 Address sub Tab

The **Address** sub tab of the **Housing Authority** tab contains the current PHA's addresses (see Figure 6). PHAs can have two types of addresses, physical and mailing. A physical address represents the HA's location (for example, in an emergency, the rescue squad would arrive at the HA's physical address). If different from the physical address, a mailing address represents an alternate location where the HA's mail is delivered. For example, it can be a PO Box address. A mailing address is only required if an HA's correspondence is not sent to its physical address. The user can select the type of the address to view in the **Select Address Type** list. HA PIC users are responsible for keeping this page up-to-date.

Figure 6: The Address sub tab of the Housing Authority tab

The user can also modify both types of PHA addresses. To modify an address, the user must select the desired option in the **Address Type** list and click the **Modify Address** link.

When the user clicks the **Modify Address** link, the program displays the PHA's address boxes (Figure 7). At this point, the user can enter a different address, of correct clerical errors. The user must fill the required boxes that are marked by an asterisk (*) before saving the changes. To save the changes, the user must click **Save**. If the user clicks **Cancel**, then the program will not retain the changes performed by the user.

Figure 7: Modify Address page

1.1.1.4 Inventory sub Tab

The **Inventory** sub tab of the **Housing Authority** tab provides a summary of development and unit data for the selected HA (see Figure 8). PIC draws the data for the Low rent program type from the **Development** sub module and the Section 8 data from HUDCAPS.

Figure 8: The Inventory sub tab of the Housing Authority tab

1.1.1.5 Performance sub Tab

The **Performance** sub tab of the **Housing Authority** tab provides a summary of the selected HA's most recent Public Housing Assessment System (PHAS) Score (see Figure 9).

Figure 9: The Performance sub tab of the Housing Authority tab

The **Performance List** section features a grid that displays all the assessment instances. Each record includes the date and type of the assessment, the score of the assessment, and the designation assigned to the PHA based on the score. The **MOA Event or IP Event** and **Temp Office** columns are no longer applicable.

The **Assessment** score is derived from the **Risk Assessment** sub module. It determines the **Designation** assigned to a PHA, and whether the PHA needs to perform any corrective actions to improve their score.

1.1.1.6 Funding sub Tab

The **Funding** sub tab of the **Housing Authority** tab displays a PHA's grant data (see Figure 10). The **Housing Agency** sub module draws funding data from the HUD Central Accounting and Program System (HUDCAPS) and the Line of Credit Control System (LOCCS).
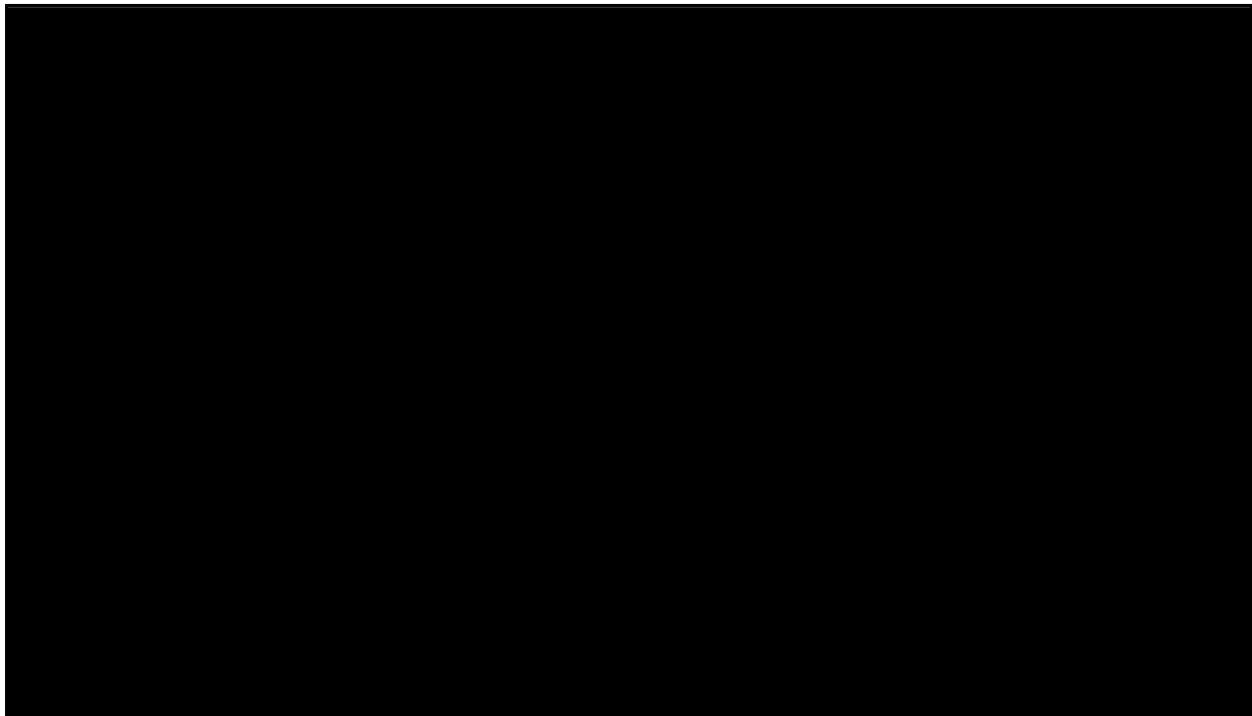
Figure 10: The Funding sub tab of the Housing Authority tab

The user can set the program to display the funding data based on the search criteria in the **Housing Authority Funding** section of the page. The **Funding Program Type** list allows the user to view the funding data only applicable to the Low Rent or Section 8 program types. If the user selects the **All** option, then the program will display the funding data applicable to both program types.

The **Grant Program Type** list allows the user to view funding data applicable only to the grant program type selected. The **Grants** list allows the user to select a specific type of grant received by the PHA. The **FY Returns** list allows the user to select the time frame for th funding data to be displayed.

1.1.2 HUD Staff Tab

The HUD Staff tab allows the user to view and edit the list of HUD staff members assigned to a PHA and their roles that these staff members perform for the PHA. The **List** sub tab of the **HUD Staff** tab displays the list of Field Office staff members assigned to a PHA and the roles that these staff members perform for the PHA they are assigned to (see Figure 11).

Figure 11:The List sub tab of the HUD Staff tab

The **List** sub tab of the **HUD Staff** tab features a grid that provides the following information: the name of the Field Office staff member assigned to the PHA selected, the role that this staff member performs for the PHA, the start date when the current assigned staff member started on the current role, and the code of the Field Office that the current staff member works at.

1.1.3 HA Contacts Tab

The **HA Contacts** tab allows the user to view and create PHA staff members records. The **List** sub tab of the **HA Contacts** tab allows the user to select a desired PHA, select the PHA staff members' status and view all the staff members that matched the selection criteria (see Figure 12). The user can select the staff member status in the **Contact Status** list. The user can select the **Active** status and the program will display the current contact staff members. The user can select the **Inactive** status and the program displays the inactive PHA contacts. If the user selects the **All** option, then the program will display the PHA contacts of both statuses.

1.0 Housing Inventory

Figure 12: The List sub tab of the HA Contacts tab

The **Housing Authority Contact List** section features a grid that lists the PHA contact staff list and provides the following information: the contact name, role, phone number and email address. If the user selects the **All** option, then the program will also display the **Status** column indicating whether the staff member is active or inactive.

The name of the staff member in the **Contact** column is a link. When the user clicks the name of a contact, the program displays the contact details in the **Details** sub tab of the **HA Contacts** tab (see Figure 13). The **Details** sub tab displays all available details associated with the current contact and allow the user to add or modify existing data.

Figure 13: The Details sub tab of the Contacts tab

To add or modify contact details the user must click the **Modify Contact Details** link (see Figure 13). The program displays all the user information in editable controls. At this point, the user can update,

erase, or add contact details (see Figure 14). After the user modifies the details, the user must click **Save** to save the changes. If the user clicks **Cancel**, then the program will not retain the changes performed.

Figure 14: Modifying Contact Details

Figure 15: Adding contact role

The user can also add a role for the PHA contact whose details are being modified. To add a role, the user must click **Add Role** link. Then, the program displays the available roles in form of a list in a **Role**

column. The user must select the new role in the **Role** list and enter a valid effective date in the **Effective Date** box. The user can also enter the effective end date, if applicable. To save the changes, the user must click **Save**. The program will not retain user modifications if the user clicks **Cancel**.

Figure 16: Address sub tab

The **Address** sub tab of the **HA Contacts** tab displays the HA contact mailing and physical addresses (see Figure 16). This tab also allows a user to modify both addresses by clicking the **Modify Address** link. To modify an address, the user must select the type of address in the **Select Address Type** list, and then click the **Modify Address** link.

1.1.4 Temporary Office Tab

When a PHA is underperforming, this PHA has to be assigned to a different Field Office for improvement. This assignment can be viewed and created using the **Temporary Office** tab of the **Housing Agency** module (see Figure 17).

Users can see the temporary office assignments in the **Temporary Office Assignment List** section. This section features a grid that displays the name of the field office that the current PHA is assigned to, the date when the assignment started, the target end date (when the assignment is planned to end), actual end date (when the assignment actually ends), and the reason for the assignment.

Figure 17: Temporary Office tab

1.1.5 HA History Tab

The **HA History** tab allows the user to view all the events that trigger data archival (see Figure 18). An event is considered to be any data change that requires a PHA data to be archived. For example, if a user changes the unit tenant status of any unit in the PHA, the program will archive the data before changes can take effect.

The **Housing Authority History** section features a grid that lists all the archival events and the search options that allow the user to view only certain archival events. The **Archive Date** column of the grid displays the day when the PHA data was archived. The **Archive Trigger** column of the grid displays the type of change that triggered the data archiving. The **Last Update User before Change** column displays the user name of the user who performed the data change that triggered the data archival.

Figure 18: HA History Tab

The user can set the program to display only records of certain archive trigger type, and within a certain date range. To filter the records, the user must select the desired data changing (archival trigger) event and enter the desired date range in the **Date to** boxes using the MM/DD/YYYY format. After entering all the necessary data, the user must click **Retrieve**.

The date of the record in the **Archive Date** column is a link. If the user clicks any date, the program will display detailed historical record information in the **Details** sub tab of the **HA History** tab (see Figure 19). The user can view or print the historical record details from this sub tab.

Figure 19: The Details sub tab of the HA History tab

1.1.6 Reports Tab

The **Reports** tab of the **Housing Agency** sub module allows the user to access four reports providing various types of information about a PHA (see Figure 20). The reports are presented as sub tabs that the user can access to run appropriate reports.

1.1.6.1 HA Report

The **HA Report** sub tab displays the two kinds of information: the HA address and cap fund data verification contact. The HA address information is drawn from the information that PHA staff members enter in the **Housing Authority** tab. The **Housing Authority Capital Fund Data Verification Contact** section displays the name of the person responsible for cap fund data verification.

The information presented on this page is read-only. Users cannot edit or delete any data from the **HA Report** sub tab.

Figure 20: Reports tab, HA Summary report

1.1.6.2 HA Summary Report

The **HA Summary** report displays unit data drawn from the **Development** sub module of the **Housing Inventory** module (see Figure 21). The user can see the total number of structures and units grouped by development, program type, structure type, etc. The data is read only, the user cannot edit or delete any information.

Figure 21: Reports tab, HA Summary report
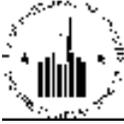
1.1.6.3 HA Contact List Report

The **HA Contact List** sub tab allows the user to run a report to view the PHA contacts (see Figure 22). To run the report, the user can use the report options to set the program to display only desired information. The user can select the desired contact role in the **Role** list. Then the program will include the PHA contacts that are associated with the selected role. The user can also search for a PHA contact by the first and/or last name of the contact. The **Contact Status** list allows the user to select the **Active** or **Inactive** contact status. If the user selects the **All** option, then the program would display contacts of both statuses and indicate the contact status in the **Status** column.

If the user clicks **By Field Office** button, then the program will display all the PHA contacts for all the PHAs associated with the Field Office selected. To run the report, the user must click the **Generate Report** button.

Figure 22: HA Contact List report sub tab

The HA Contacts report lists PHA contacts and provides the following information (see Figure 23):

- The **Housing Authority** column displays the name of the PHA that the contacts are associated with. The user can click the column name and sort the contacts by PHA in an ascending or descending order.
- The **Contact Name** column displays the first and last names of the contacts. The user can click the column name and sort the contacts alphabetically in an ascending or descending order.
- The **Status** column indicates whether a contact is still active or inactive in the system. The user can click the column name and sort the contacts in accordance with their status.
- The **Role** column displays the role of the contact in the PHA. The user can click the column name and sort the contacts by their roles in an ascending or descending order.
- The **Email**, **Mailing Address**, **Physical Address**, **Phone Number** and **Fax** columns display various contact information for the PHA contacts.

Figure 23: HA Contacts report

If the report is more than one page long, the program will allow the user to navigate to the desired page by selecting the page number in the **Select Page Set** list. The user can also print the report by clicking **Print**, or download report data in the Excel program by clicking the **Download in Excel** button.

1.1.6.4 HA Profile Report

The HA Profile report allows the user to view and print all PHA information drawn from the **Housing Authority** tab (see Figure 24). The information categories are presented in the **Category Selection** area. The user can select details, address, inventory, performance, or funding to be included in the report by selecting the appropriate check box.

Figure 24: HA Profile sub tab

To run the report, the user must click the **Generate Report** button.

1.1.7 Transferring to New development Numbers Tab

The **Trans. to New Dev Nos** tab allows the user to request to transfer a PHA to new development numbers and view the New Development Mapping report and Duplicate Building report (see Figure 25). Transferring to new development numbers for PHAs means development regrouping based on the way PHAs manage their developments. For example, if a PHA had three developments, but all of them were managed in the same way, the PHA could regroup them into one new development with a new development number that will include all buildings from all three previous developments.

Figure 25: Transferring to New Development Numbers tab

1.1.7.1 New Development Mapping Report sub Tab

PHAs can see the transfer process results in the New Development Mapping report (see Figure 26). To run the report, the user must select the desired PHA in the **Housing Authority** list and click **Generate Report** button.

To select the PHA, the user must select the appropriate HQ Division, Hub, and Field Office.

Figure 26: New Development Mapping report sub tab

The New Development Mapping report maps old development numbers to new developments numbers. This way, if the user is looking for a development after transferring to the new development numbers, the user can see where the old development was transferred. The report also includes the building numbers, date the transfer was requested, date the transfer was completed, the transfer indicator (whether the development numbers were transferred to the new development numbers), and the status of transfer.

Figure 27: New Development Mapping report

The user can print the report data by clicking the **Print** button, or download the data in the Excel program as a spreadsheet by clicking the **Download in Excel** button.

1.1.7.2 Duplicate Building Report sub Tab

The **Duplicate Building Report** sub tab allows the user to run the Duplicate Building report (see Figure 28). Duplicate buildings are considered actual buildings with the same building number within merging developments that transfer to new development numbers.

Figure 28: Duplicate Building Report sub tab

For example, a PHA has development A and development B. Both these developments will be transferred to development C. However, development A and development B both have building 1 as part of their inventory. So, during transfer, building 1 from development A remains the same, and the number of building 1 form development B changes to b_1 to avoid duplicate number.

To run the Duplicate Building report, the user must select the desired PHA and click the **Generate Report** button.

The Duplicate Building Mapping report allows the user to see the old building number and the new building number that was assigned to that building (see Figure 29). It also displays the new development number that the building is assigned to.

The user can print the report data by clicking the **Print** button, or download the data in the Excel program as a spreadsheet by clicking the **Download in Excel** button.

Duplicate Building Mapping Report

Download in Excel   Print

HQ Office:	Public and Indian Housing
HQ Division:	PO Field Operations
Hub:	2HNYC New York City Hub
Field Office:	2APH NEW YORK CITY HUB OFFICE
Housing Authority:	NY005 New York City HA

#	Development Number.	Old Building Number.	New Building Number.
1	NY005012090	209001	B_0001
2	NY005012090	209001	B_0002
3	NY005012090	209001	B_0003
4	NY005012090	209001	B_0004
5	NY005012090	209001	B_0005
6	NY005012090	209001	B_0006
7	NY005012090	209002	B_0007

Figure 29: Duplicate Building Mapping report