HUD Form 50058 Listening Session

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

April 25, 2018

Presentation

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HUD Form 50058
Listening Session

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

Section 1:
Welcome & Purpose

April 25, 2018

Welcome

- Welcome and Opening Remarks

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

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What is a Listening Session?

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

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

- Encourage PHA and industry partner engagement throughout future development process

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50058 Listening Session - Roadmap

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

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

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50058 Listening Session – Roadmap
(continued)

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

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

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

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

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What to Expect: Agenda

1. Welcome and Purpose (9:00 – 9:30)

2. Overview of 50058 Module & Status of PIC-NG Development (9:30 – 10:30)

3. Defining the 50058 (10:45 – 11:45)

Lunch (11:45 – 12:45)

4. Improving 50058 Business Processing (12:45 – 3:15)

5. Implementing the New 50058 (3:15 – 3:45)

6. Next Steps (3:45 – 4:00)

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50058 Listening Session
Schedule

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

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Other Items

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

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

- Lunch
    - Various locations outside of building
    - Will need to come back through security

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HUD Form 50058
Listening Session

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Section 2:
Overview of 50058 Module & Status of
PIC-NG Development

April 25, 2018

Section Focus

- Background and Status of PIC-NG Development

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

- Initial Release (1.0)

- Next Step – Focus on 50058 Business Process

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IMS/PIC

- Inventory Management System - PIH Information Center

  Receives millions of data points from more than 4,250 PHAs

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

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Rationale for PIC Next Generation (PIC-NG) Development

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

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Issues with IMS/PIC

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

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Vision: PIC-NG Development

- Enterprise-ready, government-to-government (G2G) and business-to-government (B2G) solution which:
  - Improves quality, availability, timeliness, and delivery of information supporting HUD's affordable housing programs
    - Fully cloud-based – 24/7, no reliance on legacy data centers
    - Micro services/application programming interfaces to enable full integration of IMS/PIC with PHA applications and facilitate interagency collaboration
  - Flexible to support evolving program changes (i.e., rental reform, HOTMA, RAD, MTW Expansion, FSS, and potential deregulation)
  - Significantly reduce administrative burden for PHAs and HUD staff
  - Integrate collection of housing information
    - Section 8 and 9 Tenant Information (50058, 50059)
    - Abatement, FSS
    - Operating Fund (52722/23)
    - Request for Tenancy Approval (52517)
    - UPCS-V Physical Condition
    - Demolition/Disposition of Public Housing properties
    - Inventory of Public Housing units/buildings
    - Financial Statements, FDS

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PIC-NG Approach

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

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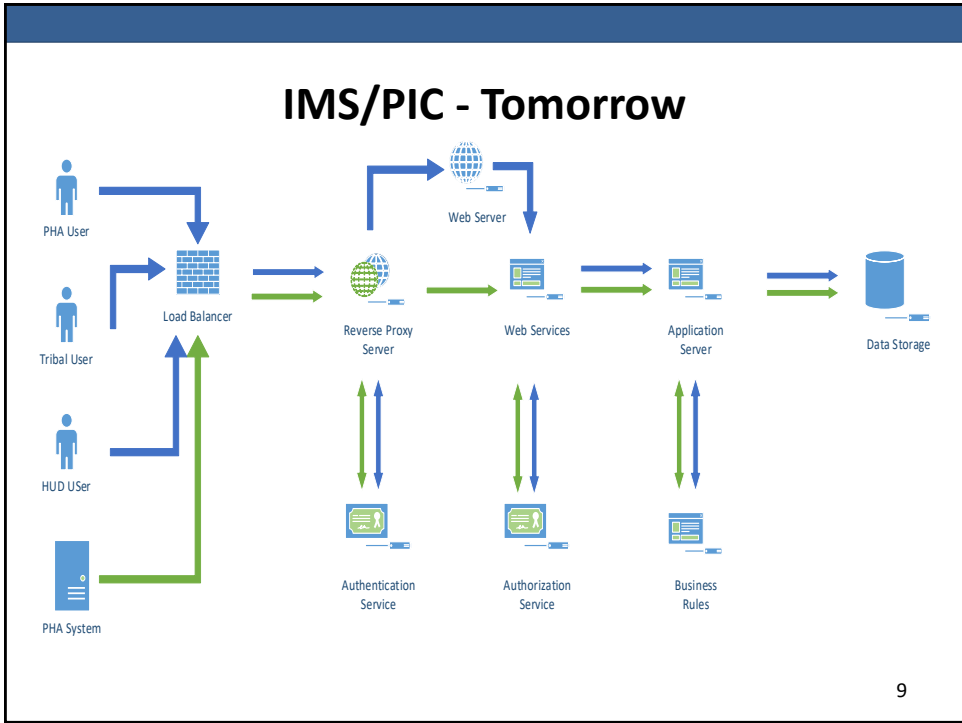 - Utilizes HUD's new cloud infrastructure

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PIC-NG Approach

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

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

- Email address: **PICNG_REAC@HUD.gov**

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IMS/PIC - Tomorrow

PHA User

Tribal User

HUD USer

PHA System

Load Balancer

Web Server

Reverse Proxy Server

Web Services

Application Server

Data Storage

Authentication Service

Authorization Service

Business Rules

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Status of PIC-NG Development

Build	Current	Spring 2018	Summer 2018	Fall 2018	Winter 2018
Application Programming Interface (API) Testing	- Fully Supported	- Fully Supported	- Fully Supported	- Fully Supported	- Fully Supported
Security Testing			- Fully Supported	- Fully Supported	- Fully Supported
Tenant Verification	- FCC/USAC - FEMA	- FCC/USAC - FEMA	- FCC/USAC - FEMA	- FCC/USAC - FEMA	- FCC/USAC - FEMA
Tribal VASH 50058		- Fully Supported	- Fully Supported	- Fully Supported	- Fully Supported
Section 8 50058			- Streamed Section 8 Submission - Batch Section 8 Submission (no Low Rent Submission)	- Streamed Section 8 Submission - Batch Section 8 Submission - Batch Low Rent Submission (back-end legacy) - Section 8 MTW	- Fully Supported
Public Housing 50058					- Fully Supported
SEMAP			- Submitting PHAs	- Fully Supported	- Fully Supported
Low Rent Inventory (Building & Unit)					- Fully Supported
Demolition/Disposition					- Fully Supported

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

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PIC-NG: 50058 Release 1.0

What Will Change?
- New IT Platform and Solution which allows for greatly enhanced 50058 business processing
- New IT Design includes Micro Services / Application Programming Interface (API)
  (Allows PHA users to work exclusively in their own applications)
- Real time interfaces between PHA systems and PIC-NG
  - Allows for both synchronous and asynchronous processing
- Improvements made to 50058 Submission Process and 50058 Correction Process
- Ability to handle Fatal Errors and Warnings Prior to submission of 50058
- Reduced risk of personally identifiable information (PII) exposure

What Will Not Change?
- No changes to the 50058 – same business rules, fields, edits, etc.
- File layout / field for 50058 submission are still the same (same Technical Reference Guide – TRG, e.g., fatal edits, warnings, batch layout, etc.)

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New IT Platform - Solution
Release 1.0 (continued)

PHA Users to Work Exclusively in their System

Systems
- Business Intelligence (BIMSTR)
- Financial Assessment Submission PHA (FASPHA)
- Financial Assessment Subsystem Multifamily Housing (FASS)
- Mark-to-Market
- Multifamily Delinquent Reporting System (MDDR)
- Public Housing Assessment Scores and Status (NASS)
- Physical Assessment
- PIH Information (PIC)
- Test Site for PIH Information Center PIC Test (PICTST)
- Quality Assurance Subsystem (QASS)
- Voucher Management System (VMS)
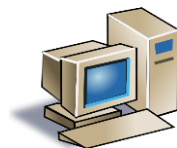
PHA System
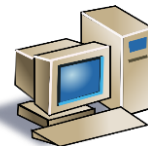
HUD Databases

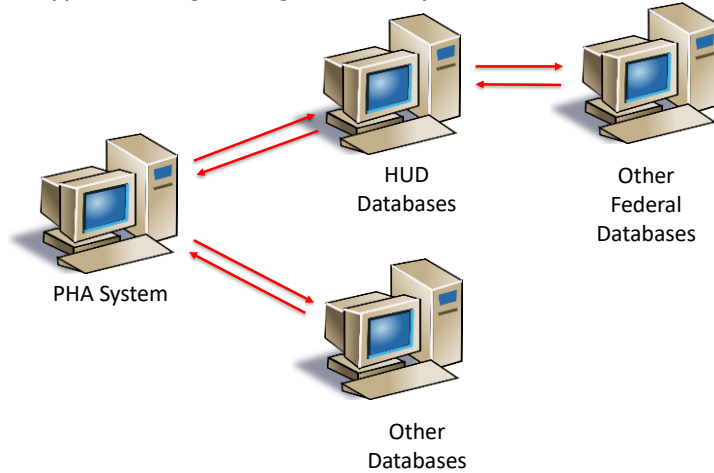HUD Code Release → Software Vendor Modifies their Code → PHA System Updated with New Functionality

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Expected Benefits of Solution to PHAs
Release 1.0 (continued)

In Your
Daily Life

Application Programming Interfaces/ Synchronous

HUD
Databases

Other
Federal
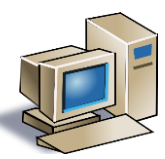Databases

PHA System

Other
Databases

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Expected Benefits of Solution to PHAs
Release 1.0 (continued)

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

PIC NG 50058
Database

Return Real
Time Error
Messages &
Warnings

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Expected Benefits of Solution to PHAs
Release 1.0 (continued)

Improvement 50058 Submission Error Correction Process

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

PIC NG 50058
Database

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Expected Benefits of Solution to PHAs
Release 1.0 (continued)

Reduced Risk of PII Exposure

PHA System

PIC NG 50058
Database

RECIPIENT'S identification No.
XXX-XX-9943

1. PHA provides SSN Information once
2. HUD creates, stores and provides PHA a unique identifier
3. Unique identifier is used instead of SSN

Note: SSN, TIN, EIN are all treated equally

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Next Steps – Focus on 50058 Business Process

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

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PIC-NG: 50058 vs Legacy System

PIC-NG 50058 Development

PIC 50058 Legacy System

Future

Release 4.0, etc.

Release 3.0

Release 2.0

Release 1.0

Target, Release 1.0 ➡ June 2018
Target, Release 2.0 ➡ January 2019

Today

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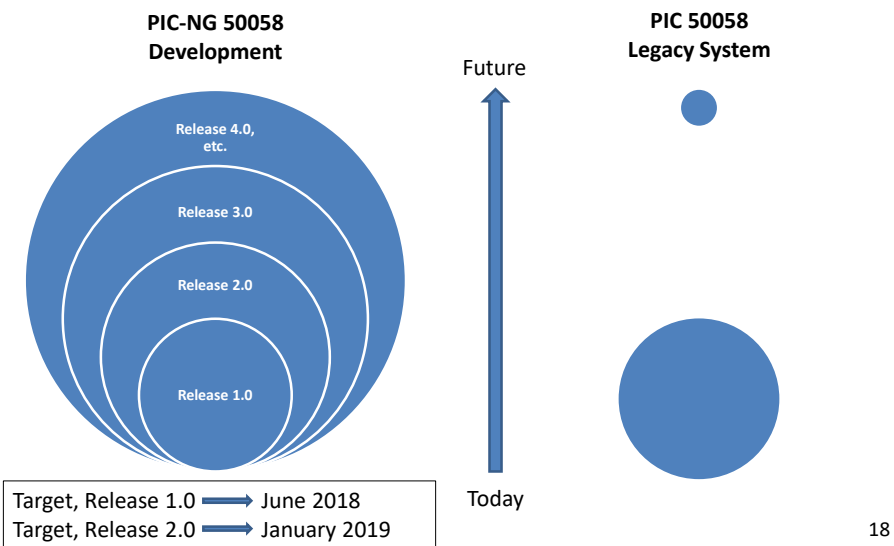
Shaping Release 2.0 and Future Releases

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

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

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

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

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

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Possible Functionality (continued)
Example 2 – Enhanced Data Edits

Country*   City*   State*
[United States ▲▼]   [94123]   [California ▲▼]

Phone number
[434-343-3423]   ⸢This entry can only contain   deliveries
                   numbers.⸣
☐ Cell phone

Example of Benefits
Real-Time Data Entry Edits

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Possible Functionality (continued)
Example 3 – Increased Usage of API / Web-services

2. Action

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

Example of Benefits
2 - Annual Reexamination: EIV Income Information
4/5 - Port Move In/Out:
- Has the Initial PHA completed the Move-out Action
- Initial PHA contact information
- Transfer of program participant data

6 - End of Participation: Amount owed in EIV Debts Owed Module

Edits

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Possible Functionality (continued)

Example 4 – Expanded / Efficient Reporting

Example - HUD to PHA FSS Participant Reconciliation Report

#	First Initial	Middle Initial	Last Name	FSS Participant	FSS report category	FSS effective date of action	Contract Start Date	Contract End Date	Exit Date	Reconciliation Results
	PHA/HUD Name			**HUD 50058 Data**						**PIC vs. PHA List**
1	F	L	MacIntosh	Y	P	9/9/17	12/1/14	11/30/19		No Issue - Current Progress Report
2	S	M	Sitter	Y	P	10/7/17	12/1/14	11/30/19		No Issue - Current Progress Report
3	R	M	Goss	Y	P	11/13/17	9/1/13	8/31/18		No Issue - Current Progress Report
4	R	M	Grehouse	Y	P	1/5/18	12/1/14	11/30/19		No Issue - Current Progress Report
5	N	M	Jerry	N	*	*	11/1/14	10/31/19		Issue - No FSS addendum for Participant in PIC
6	L	N	Callaham	N	*	*	8/1/14	7/31/19		Issue - No FSS addendum for Participant in PIC
7	B	A	Adbi	Y	P	8/1/2016	9/1/14	8/31/19	02/28/17	Issue - Need FSS Exit Record in PIC
8	H	A	Sills	*	*	*	7/1/2017	6/30/22		Issue - Not in PIC
9	K	A	Floyd	Y	*	*	3/1/2018	2/28/2023		Issue - New FSS Participant not in PIC
	HUD FSS Count	**6**								
	PHA FSS Count	**8**								

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

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Possible Functionality (continued)

Example 5 – PHA Enhanced Reporting

Example – PHA Level of Education Statistics

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

Example of Benefits
- Ability to combine 50058 information with other data to address PHA reporting needs

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HUD Form 50058
Listening Session

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**Section 3:
Defining the 50058**

April 25, 2018

Section Focus

- PHA Data System vs the 50058

- Deficiencies with Current 50058 Form

- PHA Business Process and 50058

- HUD and PHA Reporting Needs

2

PHA Data System vs the 50058

- PHAs' systems are typically organized by programs and activities:

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

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

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PHA Data System vs the 50058

Data from the respective program and associated activities are used to populate the official 50058 that is transmitted to PIC

PHA System Modules

Application
Occupancy
Rent Calculation
FSS

Batch 50058 files

PIC 50058 Database
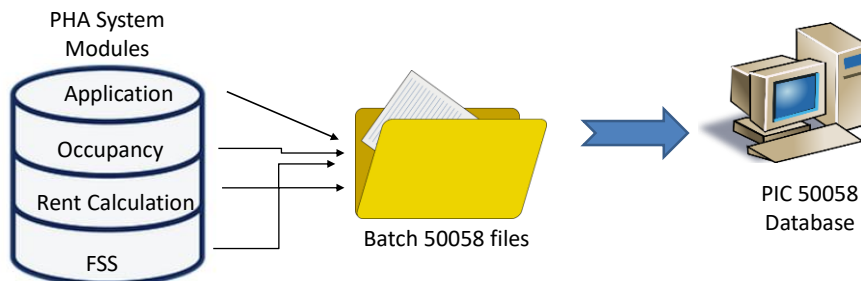
4

PHA Data System vs the 50058

(continued)

#	Section Name	PH	HCV	S8 Mod Rehab	MTW
	50058 Family Report				
1	Agency	x	x	x	x
2	Action	x	x	x	x
3	Household	x	x	x	x
4	Background at Admission	x	x	x	x
5	Unit to be Occupied on Effective Date of Action	x	x	x	x
6	Assets	x	x	x	x
7	Income	x	x	x	x
8	Expected Income Per Year	x	x	x	
9	Total Tenant Payment (TTP)	x	x	x	
10	Public Housing and Turnkey III	x			x
11	Project-Based Certificates and Vouchers	N/A	N/A	N/A	N/A
12	HCV: Tenant Based Vouchers (MTW: includes Project-based)		x		x
13	Section 8: Moderate Rehabilitation			x	
14	[Skipped]				
15	Homeownership Vouchers		x		x
16	[Skipped]				
17	FSS/Welfare to Work Addendum	x	x		x

- The 50058 must be completed for tenant in the following programs: Public Housing, HCV, and S8 Mod Rehab

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

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

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

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

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Rent Calculation & Current 50058

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

- For the following programs, detail rent calculations are not available in the 50058:
  - RAD – HUD guidance is to provide the tenant rent on field "2q – PHA use only"
  - Homeownership Vouchers and Manufactured Housing – 50058 does not handle situations where a PHA is making 2 separate HAP payments

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Other Deficiencies with Current 50058

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

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

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Current PHA Business Process & 50058

- **Who at the PHA enters the "50058" data into the PHA's system?**
  - Clerk for PHAs with centralized intake enter the application information in the PHA's system?
  - Property managers or HCV specialists?
- **Who at the PHA reviews the 50058 prior to submission?**
  - Property managers or HCV specialists?
  - Compliance or Quality Control Reviewer?
  - PH or HCV Supervisor?
  - IT?

Data is entered into PHA's system
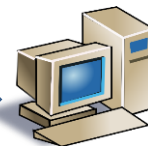
PIC NG 50058 Database

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Current PHA Business Process & 50058
(continued)

- **Who at the batches the 50058s and submit to PIC?**
    - Same person that performs the review?
    - IT?
    - For combined PHAs, is it the same person for both Low Rent and HCV?

- **How frequently do PHA batch and submit the 50058s to PIC?**
    - Weekly?
    - Twice a month?
    - Monthly?

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Current PHA Business Process & 50058
(continued)

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

- **How easy is it for the PHA to correct warnings and fatal errors?**
    - Is there information that HUD can provide to help PHAs make the corrections?

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Top 10 – 50058 Fatal Errors

#	Error Code	Error Description	Total	Error Category	% of Total
1	4080	A record with a later Effective Date exists in the database. Either remove the later record or change this effective date to a later date	74,390	Sequence	17.3%
2	4174	This is a new tenant in IMS-PIC. No 50058 data for this Head of Household exists. At least one New Admission or Historical Adjustment record must be submitted first	50,461	HoH	11.7%
3	4042	For this action type, HOH or Former HOH SSN should be same as the one existing for this Building Number, Building Entrance Number & Unit Number	20,852	HoH	4.9%
4	4044	Unit must be vacant in case of New Admission, Historical Adjustment, or Other Change of Unit	18,695		4.4%
5	4182	This tenant already exists at this PHA in the IMS-PIC database. New admission cannot be accepted	17,608		4.1%
6	4006	PHA Code for tenant does not match with existing PHA Code in database	16,219		3.8%
7	5332	The SSN or AID in this household was previously found to appear in other households. Please refer to Chapter 5 of Technical Reference Guide (TRG) for instructions to submit Form 50058 for this SSN	10,713		2.5%
8	4176	A different unit is already occupied by this Head of Household. Use action 7 to change a unit	9,153	HoH	2.1%
9	5348	The SSN is an active record in another agency and there is no overlapping date situation. Port Out cannot be accepted and is not necessary	8,862	Portability	2.1%
10		All Other (473 different fatal error message types)	202,607		47.2%
		Total	**429,560**		**100%**

Top 10 – 50058 Warnings

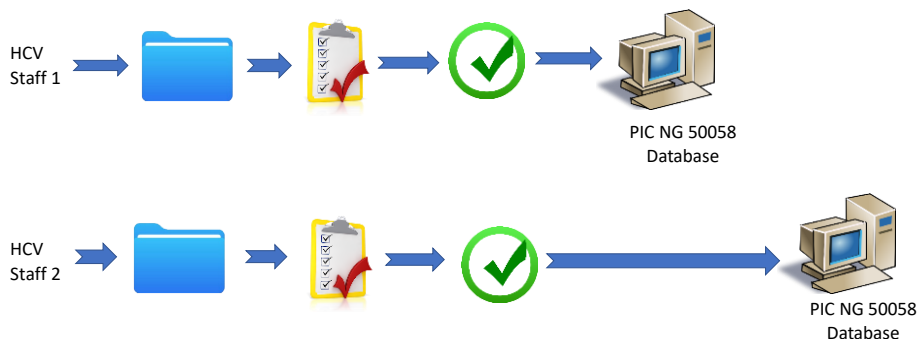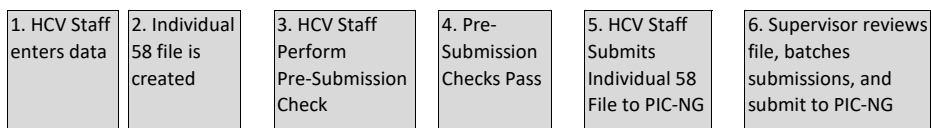| #	Error Code	Error Description	Total	Error Category	% of Total
1	4126	Last Modified Date should not be more than 120 days earlier or 2 days later than the transmission date	105,688		37.2%
2	5355	In the future, you will no longer be able to submit a record for a new tenancy or move-in unless there is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

New PHA Business Process & 50058

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

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

- **Decision Point 3: Who at the PHA is responsible for submitting the 50058s to PIC?**
  - Would property managers or HCV specialists submit their own 50058s to PIC?

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New PHA Business Process & 50058

1. HCV Staff enters data	2. Individual 58 file is created	3. HCV Staff Perform Pre-Submission Check	4. Pre-Submission Checks Pass	5. HCV Staff Submits Individual 58 File to PIC-NG	6. Supervisor reviews file, batches submissions, and submit to PIC-NG

HCV Staff 1

PIC NG 50058 Database

HCV Staff 2

PIC NG 50058 Database

14

HUD and PHA Reporting Needs

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

15

HUD and PHA Reporting Needs
(continued)

PHA Reporting Needs. Is there other data that HUD should collect or provide for the 50058?	
• Provide for association of project, unit, and PBV (i.e., Building & Unit module for PBV)	• SSA – SSN information to verify at admissions and obtain SSN for tenants without SSN at admissions
• Tenant demographics: ▪ Additional options for ethnicity ▪ Education level ▪ Language spoken ▪ Household members age (school-age) ▪ Employment	• Other Assistance Programs: ▪ Dept. of Agriculture – SNAP (formerly Food Stamps program) ▪ HHS – TANF (i.e., welfare benefits)
• Add Total Gross Household Income to Sec. 7	• Additional Verification for Eligibility: IRS – tax records
• Provide individual tenant history on Earned Income Disallowance (EID)	• Geo-code unit locations to provide data for: ▪ Poverty rate ▪ Income targeting ▪ Utility allowance ▪ Fair Market Rent (FMR)

16

Reasons for End of Participation

- PHAs suggested adding a field with check boxes on the 50058 to track the reason for EOP
- HUD is also interested in gathering information on reasons for EOP that could be regarded as a "success"
- FSS, Welfare to Work Vouchers, and PHA vendor systems have examples of reasons for EOP

Additional Reasons for EOP	
• Purchase of a house	• Crime in the neighborhood
• Obtain education or vocational degree	• Tenant is deceased

• Got married resulting in an increase in income	• Eviction for:
	  ▪ Failure to pay rent
	  ▪ Failure to respond to annual reexam notice
	  ▪ Other lease violations

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HUD Form 50058
Listening Session

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

Section 4:
Improving 50058 Business Processing

April 25, 2018

Session Focus

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

2

Rethinking Relationship of Program Type Codes, Action Codes, and Business Rules

Program: Sub-program
Public Housing
Conventional
RAD Conversion
Mixed-Finance
MTW
…

Voucher
Voucher
MTW
RAD Conversion
Litigation
Tenant Protection
VASH
Homeownership
FUP - 08 / 09
All Other
…

Available Action	Program
General Actions	
New Admission	PH/VO
Annual Reexamination	PH/VO
Interim Reexamination	PH/VO
End of Participation	PH/VO
…	PH/VO

Program Specific	
Flat Rent Annual Update	PH
Portability - Move In	VO
Portability - Move Out	VO
Issuance of Voucher	VO
Expiration of Voucher	VO
Annual HQS Inspection	VO
…	…

New Actions?	
Moving	PH/VO
Lease Ending / HAP Continue	VO
New Admission - Mid Month	PH/VO
End of Participation - Mid Month	PH/VO
…	…

50058
Bussiness Rule 1
Bussiness Rule 2
Bussiness Rule 3
Bussiness Rule 4
Bussiness Rule 5
Bussiness Rule 6
Bussiness Rule 7
Bussiness Rule 8
Bussiness Rule 9
Bussiness Rule 10
Bussiness Rule 11
Bussiness Rule 12
Bussiness Rule 13
Bussiness Rule 14
Bussiness Rule 15
Bussiness Rule 16
Bussiness Rule 17
Bussiness Rule 18
Bussiness Rule 19
Bussiness Rule 20
…

3

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

ID	Program	Code	Description
1	PH	EDSS	Economic Development and Supportive Services Program
2	PH	HOPE	Homeownership and Opportunity for People Everywhere VI Resident Service Program
3	PH	PHDEP	Public Housing Drug Elimination Program
4	PH	ROSS	Resident Opportunities and Self Sufficiency

ID	Program	Code	Description
1	S8	DHAPK	DHAP 85M Conversion Voucher
2	S8	DVIKE	DHAP-Ike and Disaster Voucher Program Conversion Voucher
3	S8	FUPF	Family Unification Program-Eligible Family
4	S8	FUPY	Family Unification Program-Eligible Youth
5	S8	KATHU	Katrina Temporary Housing Unit Voucher
6	S8	LIT	Litigation
7	S8	MS5	Mainstream 5 years
8	S8	MTO	Moving to Opportunity
9	S8	NED	2009 Non-Elderly Disabled Voucher
10	S8	NHT	2009 Nursing Homes Transitional Voucher
11	S8	PHRR	Public Housing Relocation/Replacement
12	S8	RADMR	Rental Assistance Demonstration/Moderate Rehabilitation
13	S8	RADPH	Rental Assistance Demonstration/Public Housing
14	S8	RADRP	Rental Assistance Demonstration/Rental Assistance Payments
15	S8	RADRS	Rental Assistance Demonstration/Rental Supplement
16	S8	ROC	Regional Opportunity Counseling
17	S8	ROSS	Resident Opportunities and Self Sufficiency
18	S8	RPBV	RAD Project Based Vouchers
19	S8	TCU	Tax Credit Unit
20	S8	VASH	Veterans Administration Supportive Housing

4

Homeownership Vouchers

- **Homeownership Vouchers** (Section 15)
  - The 50058 asks for the total amount of HAP that is paid
  - PHAs indicate that they may make up to two (2) payments
    - HAP payment (i.e., to the mortgage company)
    - Utility allowance payment directly to the utility company
  - The suggestion was to have 2 fields on the 50058 to account for when the PHA is making 2 separate payments

  ---

  - How are PHA vendor systems reporting HAP for Homeownership Vouchers?
  - Are there instances where a PHA is making more than 2 separate payments for Homeownership Vouchers?
  - Are there other reporting issues with Homeownership Vouchers and the 50058?

5

Manufactured Housing

- **Manufactured Housing** (Section 12 – HAP for Vouchers)
- The 50058 asks for the total amount of HAP that is paid
  - PHAs indicate that they may make up to four (4) payments
    - Trailer
    - Pad/land
    - Utility allowance payments directly to the utility company
    - Homeowners Association Fees
  - The suggestion was to have 4 fields on the 50058 to account for when the PHA is making 4 separate payments

  ---

  - How are PHA vendor systems reporting HAP for manufactured housing?
  - Are there instances where a PHA is making more than 4 separate payments for manufactured housing vouchers?
  - Are there other reporting issues with manufactured housing vouchers and the 50058?

6

Portability - General

- **Known Issues**
  - Administratively very burdensome as both PHAs must coordinate 50058 processing in order to move out and move in the family to the other PHA's jurisdiction
  - Payments and billing of associated HAP and administrative fee very inefficient
  - Need for guidance / training as certain portability issues that have been brought up seem related to improper processing or understanding of program rules
    - Project based vouchers
    - Use of Receiving PHA policies

7

Portability – Processing Improvements

- **Processing Improvements**
  - Webservices:
    - Query 50058 data from respective PHA for port in family
    - Query "correct" point of contact information of the receiving and initial PHA
    - Transfer of 50058 data from initial PHA
    - Generate move-out record for initial PHA (including removal of erroneous EOP record)
  - Eliminate the paper HUD Form 52665 (Family Portability Information) by creating a module in PIC to handle the processing electronically
  - HUD to directly fund the receiving PHA – for both HAP and administrative fee and apply proration and uniform rounding rules
  - PIC-NG / vendor system re-designed to help user properly complete port-out processing (e.g., error messages, screen guidance & prompts)

8

Portability – Programmatic Improvements

- **Programmatic Improvements**
  - Reallocate ACC vouchers among PHAs on some schedule (i.e., every five years, emphasis should be on placing vouchers where people want to live and housing is available)
  - Force absorption for PHAs below a certain utilization
  - Force absorption for port families that have been at a receiving PHA after a certain number of years
  - Prohibit absorption of vouchers near end of calendar year (i.e., adversely impacts SEMAP and funding)
  - Sanction PHAs that do not process 50058 and 52665 in timely and accurate manner

9

Portability - Typical Processing

- **Typical Portability Processing (PIH Notice 2016-09)**
  - Initial PHA: action code 10: Issuance of Voucher (effective date of voucher)
  - Initial PHA: action code 5: Move-out (effective date – family move out date)
  - Receiving PHA: action code 10: Issuance of Voucher (effective date of voucher)
  - Receiving PHA: action code 4: Move-in (effective date of HAP contract)
  - Receiving PHA properly completed 12d – 12e of 50058

12d.	Did family move into your PHA jurisdiction under portability? (Y or N) (if no, skip to 12g)		12d.
12e.	Cost billed per month (put 0 if absorbed)	$	12e.
12f.	PHA code billed		12f.

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

10

Portability – Project-Based Vouchers Processing

- **Processing Problems - Training Issues**
  - Need to update voucher type from project-based to a tenant- based voucher
    - No longer use section 11 of 50058 (TTP/HAP for PBV)
    - Complete section 12 of 50058 (TTP/HAP for Vouchers)
  - PIH Notice 2015-05 **–** Do not use Action code 4 or 5 with a PBV Voucher

- **Portability Processing – Project Based Vouchers**
  - Initial PHA: action code 10: Issuance of Tenant Based Voucher (effective date of voucher)
  - Initial PHA: action code 3: Interim, 7: Other Change of Unit, Do Nothing?
  - Initial PHA: action code 5: Move-out (effective date – family move out date)
  - Receiving PHA: action code 10: Issuance of Voucher (effective date of voucher)
  - Receiving PHA: action code 4: Move-in (effective date of HAP contract)
  - Receiving PHA properly completed 12d – 12e of 50058

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Portability – VASH Processing

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

  - 2n = VASH should be automatically pushed into the receiving PHA's 50058

12

Multiple Subsidy & Overlapping Dates

- **What should be HUD's policy and what should be the 50058 business rules for multiple subsidy and overlapping dates? For example,**
  - **Scenario 1:** The family receives assistance under multifamily housing program through 3/31. The family applies for and receives a HCV tenant-based voucher and enters into a lease as of 3/15 at HA 1. There is multiple subsidy for the period 3/16 to 3/31

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

  - **Scenario 3:** The family has a voucher and wants to move to a new unit (voucher) that will still be administered by the same PHA. It will take a few days for the family to move their belongings from their current unit to the new unit. Their current lease ends April 30th. Can the family enter into a lease and can the PHA enter into a HAP contract for the new unit effective earlier than April 30th? Who (HUD funding, HAP payments, tenant rent) pays what and how is this transaction reflected on the 50058?

13

Multiple Subsidy & Overlapping Dates (continued)

- **Program Rules / Guidance**
  - Can a family receive housing subsidy under two different programs (i.e., HCV, PH or multi-family) at the same time?
  - Can a family receive housing subsidy for two units under the same program at the same time?
  - If yes, is this based on HUD's guidance versus PHA policy?
  - If yes, is there a limit on how long a participant can be in multiple programs?
  - Are the rules / guidance different based on the program?

- **Funding / HAP – Rent Payments**
  - For the HCV program, does the PHA make a HAP payment to both landlords if the family moved out mid-month?
    - If so, are both of these amounts reported in VMS as a HAP payment, meaning HUD funds both HAP payments?
  - For the HCV program, does the family make a rent payment to both landlords if the participant moved out mid-month?
  - How does HUD funding, HAP payments, and tenant rent work if the family is switching from a PH unit to HCV or vice versa?
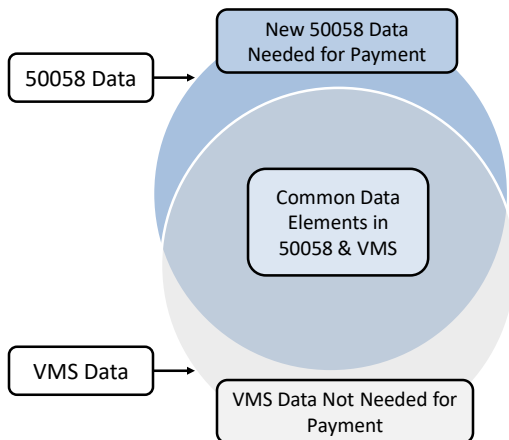
14

Multiple Subsidy & Overlapping Dates (continued)

- **50058 Processing – Confirming Business Rules**
  - Currently under the PH program, a family cannot be in two units at once (fatal error); for example the person is in two units as they need a few days to move their belongings from one unit to another. **– Is this correct?**
  - PIC will automatically generate an EOP or Move-out 50058 where a family has moved-in (action code 1 or 4) at another PHA on the first day of the next month, retroactive to the day before the move-in date. **– Is this correct?**

- **How are the following EIV Reports used:**
  - Former Tenant/Existing Tenant Report
  - Multiple Subsidy Report
  - Head of Household Report

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HCV PHA Payment and 50058 Data

50058 Data → New 50058 Data Needed for Payment

Common Data Elements in 50058 & VMS

VMS Data → VMS Data Not Needed for Payment

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

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HCV PHA Payment and 50058 Data (continued)

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

#	Item	Description
	50058 Funding Modifications	
1	No Fatal Errors	Reduce large number of unaccepted 50058 submissions.
2	Tenant / Owner / PHA Corrections and Retroactive Activity	Additional payments or recaptures of HAP for errors.
3	Rental Assistance Demonstration (RAD) Program	50058 does not allow for proper rent calculation for phase in of rent increase or identifies the HAP payment as part of the initial CY conversion.
4	Abatements	There may be no HAP or a reduced HAP based on resolution.
5	Holds	PHA may hold a payment to a landlord for a variety of reasons – for example, awaiting the resolution of a less severe HQS finding, owner is out of compliance, investigating potential landlord fraud, etc.).
6	Mid-Month Move In	HAP will be pro-rated. Currently 50058 does not allow for pro-rated values.
7	Mid-month Move-out	HAP may need to be pro-rated (reduced) if the agency/landlord is allowing a mid-month move out.

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HCV PHA Payment and 50058 Data (continued)

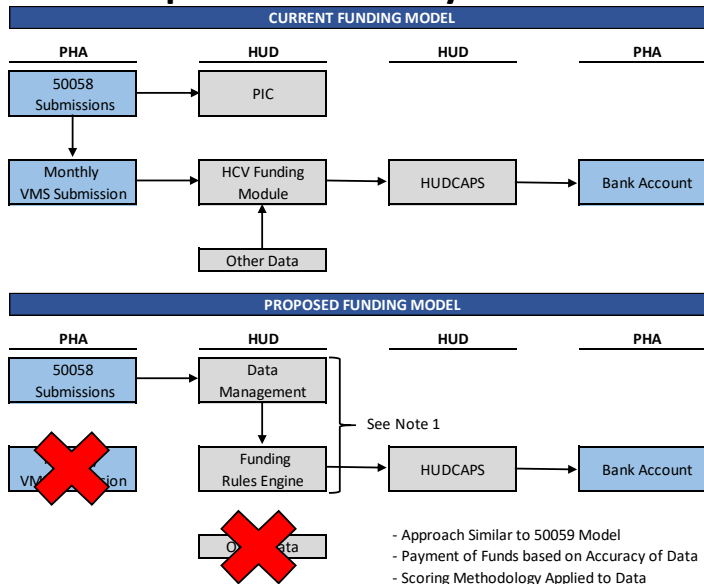| #	Item	Description
	50058 Funding Modifications (continued)	
8	Port-outs Administered by Another Agency	Initial PHA will not have current HAP values in their own 50058 data, as payments are based on the form 52665 and invoices from the receiving PHA.
9	PBV Vacancy Loss	50058 does not handle the ending of a lease but the need for continued HAP payments (normally associated with PBV, family lease ending mid-month, PHA policy).
10	Overlapping Subsidy	50058 does not allow a participant to be in two units at the same time, affects rent – HAP calculations. However, can be a common occurrences when program participants are moving / changing subsidy type.
11	Gaps in Occupancy	Participant is on program, has active 50058 but not under a HAP contract; family is displaced from unit and therefore no HAP or rent payments are actually made.
12	Reasonable Accommodations	Need to allow for situations where a tenant with reasonable accommodation requires a higher utility allowance.
13	Homeownership - Participants with Low Income	50058 assumes HAP payment goes to one third-party.
14	Manufactured Home Space - Participants with Low Income	50058 assumes HAP payment goes to one third-party.

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HCV PHA Payment and 50058 Data (continued)

- **Other Concerns**
  - Payments must be adjusted for FSS Escrow and FSS Forfeitures
  - Payments must be adjusted for fraud recovery
  - Current year HAP is not allowed for payment of prior year HAP. Funding adjustments for prior months will need to take into account effective date of the adjustment
  - MTW PHAs HAP funding can be used for non-HAP purposes
  - For new admissions / moves, families may be living in the new unit before the HAP contract is finalized and 50058 respective may be already submitted. How will funding be provided in these cases?

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Example HCV PHA Payment Model

CURRENT FUNDING MODEL			
PHA	HUD	HUD	PHA
50058 Submissions	PIC		
Monthly VMS Submission	HCV Funding Module	HUDCAPS	Bank Account
	Other Data		

PROPOSED FUNDING MODEL			
PHA	HUD	HUD	PHA
50058 Submissions	Data Management		
VMS Submission	Funding Rules Engine	HUDCAPS	Bank Account
	Other Data		

See Note 1

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

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

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Limitation of Current 5058 Design

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

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Limitation of Current 5058 Design (continued)

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

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

- FSS addendum available only if "FSS participant" (2k) is marked "Yes"

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Limitation of Current 5058 Design (continued)

- Need action code for unleased applicant (displaced family, litigation unit, etc.)
- For FSS, would like ability to use the anniversary of the FSS enrollment date as the anniversary date of family enrollment for PH or HCV program so that annual reexamination and FSS annual progress report can be conducted at the same time
- Need for better guidance on proper use of action codes
    - <u>Example</u>: Action Code 10 – Voucher Issuance: Contradictory Notices and Guidance
    - <u>Example</u>: VASH voucher to HCV voucher
        - Is there a voucher issuance or interim 50058 needed?
        - Generates reconciliation problems with VMS and VMS guidance

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Improving Data Accuracy

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

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Improving Efficiency

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

Improving EIV Efficiency

- **Efficiency through Webservices / Application Programming Interface**
  - What data contained in the EIV system can be made available to PHAs in the processing of a 50058 as part of a web service:
    - Automatically display debt owed information for a new admission
    - Allow for adjustment to debt amount
    - Add debt owed field on 50058
    - Automatically transfer owed funds to Debt Owed module

- **Other Possible Efficiencies**
  - Need ability to record PHA results of EIV review (EIV information not correct, legal action pending, etc.)
  - Need for EIV data to be more timely

## Improving Efficiency through Program Changes

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

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Improving Reporting – FSS Program Example

- **Example FSS - Accurate Reporting**
  - Current Process
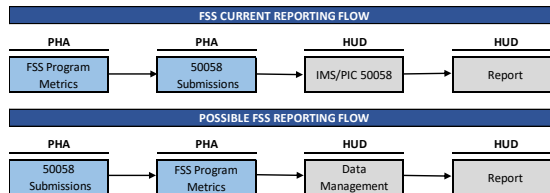
  - Improvements to Reporting:
    - Proper identification/link to FSS participant and associated data (both head of household and non-head of household, regardless of program)
    - Improve variance reporting between PHA FSS program records and PHA & HUD systems data

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New 50058 Requirements

- **Implementing 50058 Business Process Changes**
  - What should be the design policy of the 50058 in order for 50058 data to be "accepted" in HUD's database when HUD business rules / edits do not reflect the current environment?
    - Core data and optional/required appendix data

9. Total Tenant Payment (TTP)

9a.	Total monthly income: 8a ÷ 12	$	9a.
9c.	TTP if based on annual income: 9a X 0.10	$	9c.
9d.	Adjusted monthly income: 8y ÷ 12	$	9d.
9e.	Percentage of adjusted monthly income: use 30% for Section 8		9e.
9f.	TTP if based on adjusted annual income: (9d X 9e) ÷ 100	$	9f.
9g.	Welfare rent per month (if none, put 0)	$	9g.
9h.	Minimum rent (if waived, put 0)	$	9h.
9i.	Enhanced Voucher minimum rent	$	9i.
9j.	TTP, highest of lines 9c, 9f, 9g, 9h, or 9i	$	9j.

New 50058 Requirements

- **Changes to Law and Regulations.** How should HUD handle changes to the 50058 submission process as a result of changes to laws or regulations for the following:
  - Additional options for gender identification pursuant to state laws
    - Add option for "Other" and "Decline to Answer". Is gender identification or identification of ethnicity required for housing assistance?
  - Reporting of program metrics for MTW PHAs and the FSS program
    - Should reporting of program results for MTW or FSS be captured as part of the 50058 or as part of another module within PIC-NG?
  - While HUD has not updated the PIC 50058 system for some time, the 50058 should have a version control number that can be tied to individual 50058
  - Expanded MTW Program – Family Reporting System (FRS) Tool will need to be modified to handle MTW 50058

HUD Form 50058
Listening Session

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

Section 5:
Implementing the New 50058

April 25, 2018

Session Focus

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

2

Transitioning to PIC-NG 50058

PIC-NG 50058 Releases

HUD Release 1.0	→	New PHA System Functionality
Vendor Build Time		
	HUD Release 2.0	→ New PHA System Functionality
	Vendor Build Time	
		HUD Release 3.0 → New PHA System Functionality
		Vendor Build Time

Release 1.0 (option. 1)	Optional Transition Period ?	Mandatory Transition Period ?		
Release 1.0 (option. 2)	Optional Transition Period ?		Mandatory Transition Period ?	
Release 2.0		Optional Transition Period ?	Mandatory Transition Period ?	
Release 3.0			Optional Transition Period ?	Mandatory Transition Period ?

IMS / PIC 50058 Legacy System - No Longer Supported ?

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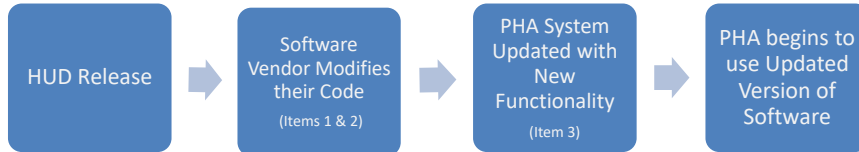
3

Transitioning to PIC-NG 50058 (continued)

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

4

Steps in Integrating New Code

| HUD Release | → | Software Vendor Modifies their Code (Items 1 & 2) | → | PHA System Updated with New Functionality (Item 3) | → | PHA begins to use Updated Version of Software |

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

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Necessary Implementation Considerations

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

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Data Migration

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

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Data Migration (continued)

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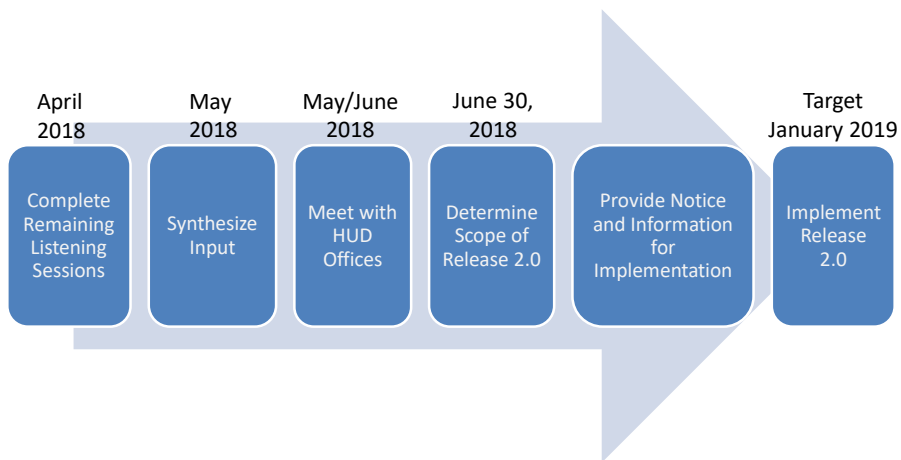
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HUD Form 50058
Listening Session

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

Section 6:
Next Steps

April 25, 2018

Next Steps – Target Timeframe

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

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Listening Session Conclusion

- Final Thoughts

- Please complete your evaluations

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

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