

REAC IT Industry Event Uniform Physical Condition Standards for Vouchers (UPCS-V)



**U.S. DEPARTMENT OF HOUSING AND URBAN
DEVELOPMENT**

July 25 to July 28, 2017

Agenda

- ▶ Objectives
- ▶ Who We Are
- ▶ Part 1: General Orientation of UPCS-V
 - Need for Change
 - What is UPCS-V?
 - Development of UPCS-V
 - Program Updates
 - Scoring Model
- ▶ Part 2: Functional UPCS-V Demonstration
 - UPCS-V Software Demonstration

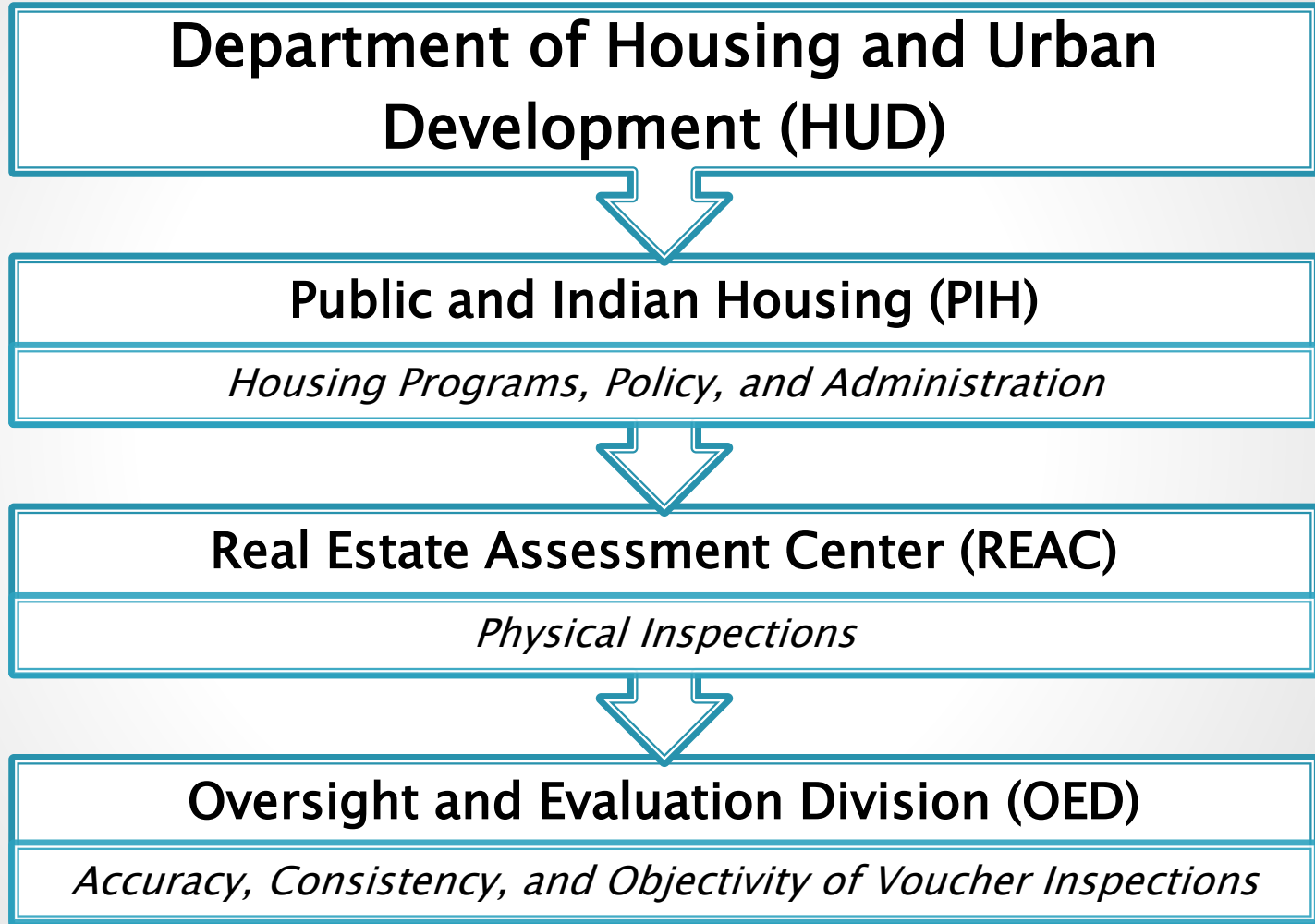
Agenda (continued)

- ▶ **Part 3: Future of UPCS-V**
 - UPCS-V Demonstration language
 - UPCS-V Inspections from 3rd Parties
 - Future State Architecture
 - Collaboration
 - UPCS-V Slack Channel
- ▶ **Next Steps**
 - Feedback
 - OED Website
 - Updated Resource Library
 - OED Newsletter
- ▶ **Q&A**

Objectives

- ▶ Provide awareness of HUD's UPCS-V Demonstration
- ▶ Encourage collaboration on development of UPCS-V software
- ▶ Debunk UPCS-V myths
- ▶ Communicate ways to Participate in the Demonstration

Who We Are



Oversight and Evaluation Division (OED)

Who is OED?

Interdisciplinary team of: Housing Inspectors, Construction Analysts, Engineers, Auditors, Program Analysts, Data Analysts, and IT Developers.

What do we do?

Oversee and ensure that the PHAs accurately, objectively, and consistently perform physical inspections according to HUD guidelines refined with your input.

What is our mission?

Ensure that Housing Choice Voucher tenants reside in safe, decent and sanitary housing.

Part 1: General Orientation of UPCS-V

»» Wolfgram Cota, Director of
OED

Need for Change

- ▶ **2008: HUD Office of Inspector General Audit Report**
 - HUD lacked controls and oversight of the Housing Choice Voucher inspection process
- ▶ **2014: REAC completed 27,000 QC inspections**
 - Inconsistency pervasive throughout Housing Quality Standards (HQS) process
 - HQS not accommodating of an electronic data model
 - QC under HQS is resource intensive; unable to realize efficiencies of scale or technology

Need for Change (continued)

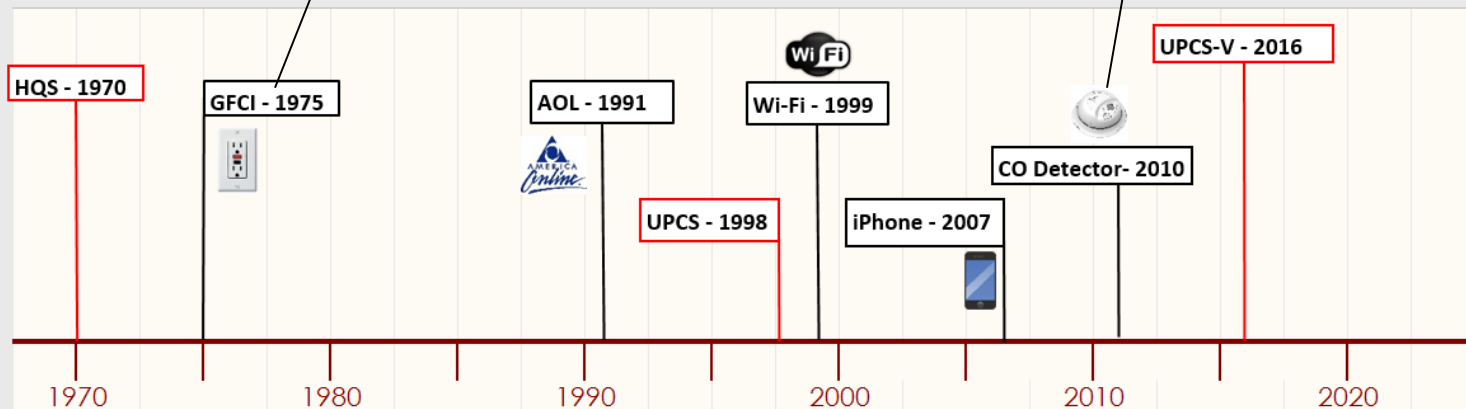
▶ **Senate Report FY16 on HQS:**

- “HUD's housing quality standards should effectively protect the health and safety of public housing and Housing Choice Voucher (HCV) residents...standards for the HCV program remain outdated and do not reflect recent research on health and safety threats in the home.”
- “...directs HUD to implement a single inspection protocol for public housing and voucher units...”

Timeline of Inspections and Technology Changes

NEC – requirement in Bathroom receptacles and construction sites¹

“Carbon Monoxide Poisoning Prevention Act²”



The changes in technology since the inception of HQS

1 - UL.com

2 - Congress.gov

What is UPCS-V?

- ▶ UPCS-V, with the “V” signifying “Voucher”, aims to clarify and streamline inspection processes for PHAs and inspectors, while increasing owners’ and tenants’ access to detailed information about their homes.
- ▶ UPCS-V is based on the UPCS Protocol and modified to fit the needs of the Housing Choice Voucher (HCV) program.

What is UPCS-V? (continued)

- ▶ There are 2 core components to a UPCS-V inspection:
 1. The deficiencies which determine whether a unit is acceptable for occupancy.
 - Deficiencies will be classified on an escalating scale, from minor to significant and emergency or life threatening.
 2. The detailed Inspection Process Index which will give residents, owners, PHAs, and HUD better insight into the overall condition of the unit.
 - The Unit Condition Index will include healthy homes indicators.

Development of UPCS-V

- ▶ Electronic, data-driven inspection protocol
- ▶ Accuracy:
 - Different inspectors arriving at the same result each time
 - Inspection reports will have photos of deficiencies
- ▶ Consistency:
 - Decision trees or branching logic
 - HUD provided training
 - HUD quality control program
- ▶ Objectivity:
 - Inspections (assessments) conducted using a defined set of criteria
 - Improving inspections, training, and compliance

Is this Item a Pass or Fail?

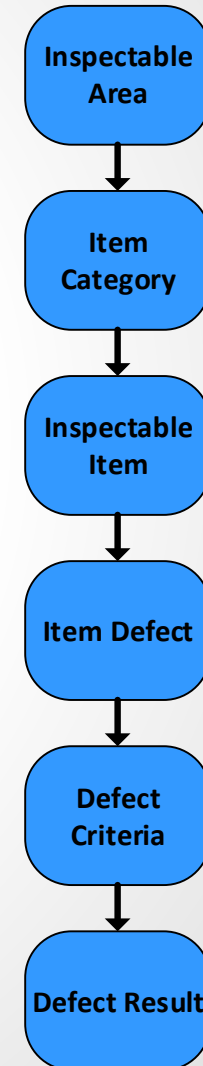


The Current HQS definition is:

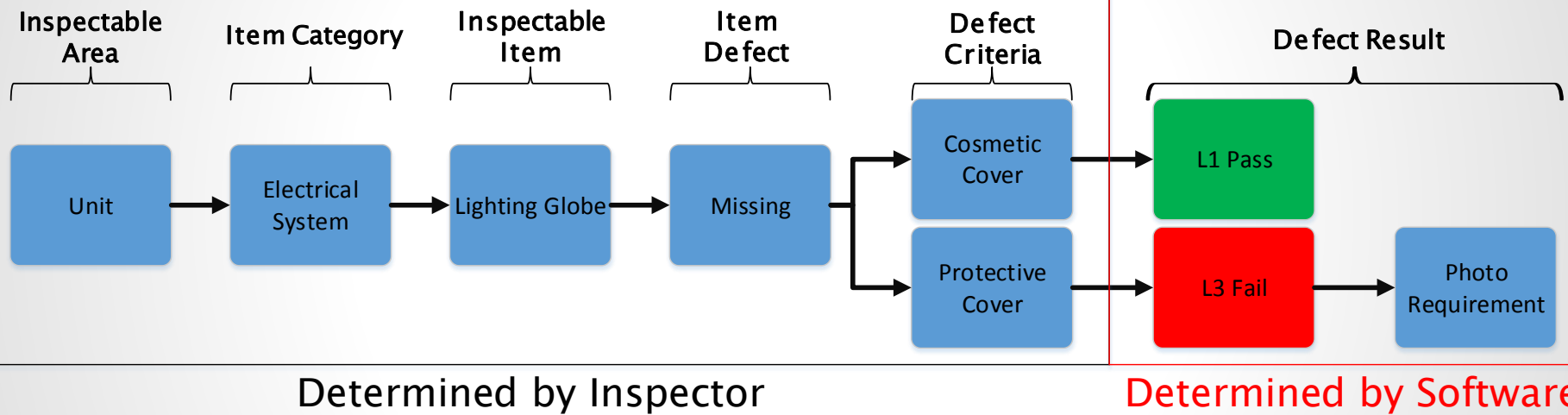
- ▶ HUD-form-52580a:
Are the walls sound and free from hazardous defects?
- ▶ “Unsound or hazardous” includes: serious defects such that the structural safety of the building is threatened, such as severe buckling, bulging or leaning; damaged or loose structural members; **large holes**; air infiltration.
- ▶ Pass walls that are basically sound but have some non hazardous defects, including: small or shallow holes; cracks; loose or missing parts; unpainted surfaces; peeling paint (for peeling paint see item 1.9).

Value of a Decision Tree Model

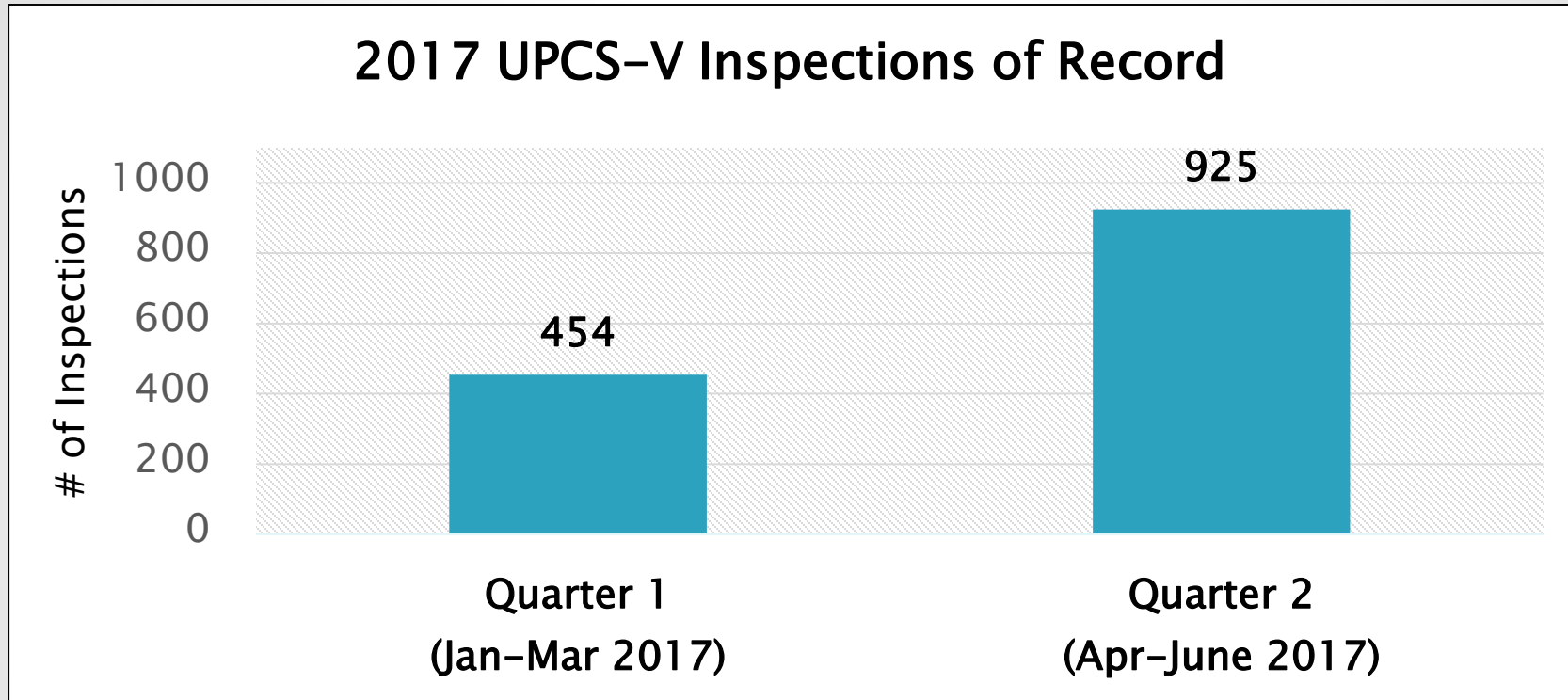
- ▶ A path to accurate decision making
- ▶ Guides inspectors to consistent and reliable outcomes
- ▶ Intuitive, easy to learn, and implement



Sample Decision Tree for UPCS-V

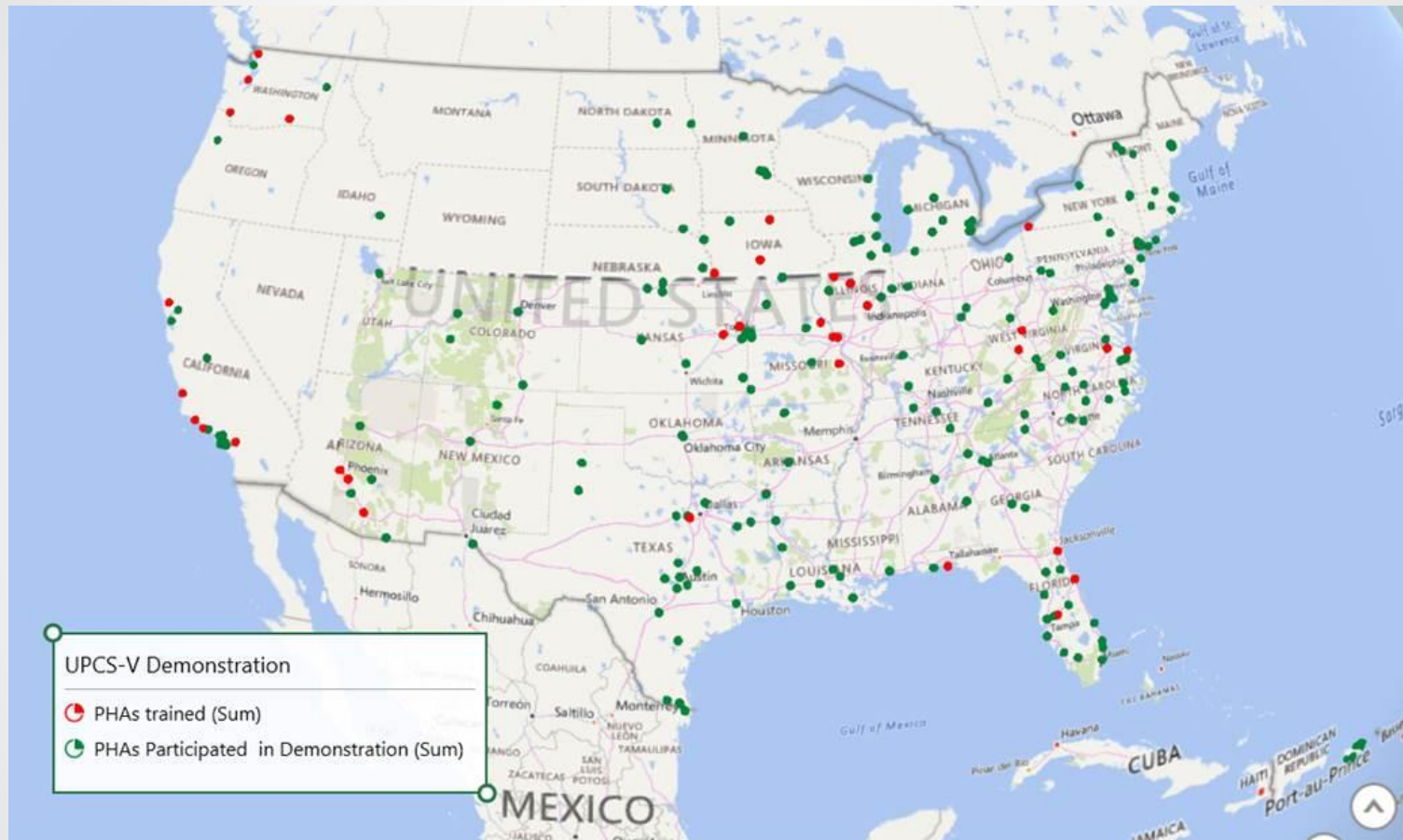


Program Updates



- ▶ Over 1300 IORs performed (as of 6/30/2017)

Demonstration Trainings to Date



- ▶ 239 PHAs participating in Demo (250 capacity)
- ▶ 36 PHAs trained in 14 states

Current Developments

- ▶ Continuing face-to-face & WebEx trainings
- ▶ Protocol Version 3 under development
 - Protocol & Decision Tree revisions based on stakeholder feedback
 - Simplifying Interface
 - Simple plain language (Results on DCD Screen)
 - Learning through application
 - IT revisions
 - Standardized updates through iterative releases
 - Improve software user-friendliness
 - Communicate with PHAS as major updates occur beforehand
- ▶ Gathering feedback from PHAs for improved usability of inspection software

Mythbuster # 1

- ▶ Myth: PHAs must implement UPCS–V electronic inspections today!
- ▶ 3 Year Demonstration Period
- ▶ Purpose of Demonstration is to test, evaluate and improve UPCS–V Protocol based on your feedback

Timeline for UPCS-V



- Release of Protocol 2.5
- New updated, more user-friendly Software 2.5.0 released 6/5/17
- Expand adoption of UPCS-V to larger number of PHAs
- Continue with face-to-face & WebEx trainings
- Implement Agile framework for software development
- More landlord engagement events
- Continuous improvement of software & user experience
- Mobile App Update 2.5.1
- Protocol 3.0
- Data exchange development
- Online training tool
- Evaluate Demonstration data
- 1st Quarterly Town Hall with Vendors

Mythbuster # 2

- ▶ Myth: HUD will use the Scoring Model against PHAs
- ▶ Not a punitive tool
 - Can provide PHAs, owners, and residents insight into the overall condition of the unit
- ▶ Core Mechanics:
 - Attempts to compare inspection processes results across units
 - Assigns weights at Inspectable Area, Inspectable Item, and Deficiency Level based on relative importance
 - Gauges impacts to livability, tenant health and safety
 - i.e. the importance of frayed electrical wiring compared to damaged kitchen countertops



Questions & Answers

Part 2: Functional UPCS-V Demonstration

- » Luis Casillas, Auditor and Product Owner of Inspection Software (EXAM)

Mythbuster # 3

- ▶ Myth: UPCS–V inspections take longer
- ▶ The UPCS–V inspection software allows the inspector to record defects with just a few clicks. Furthermore, the inspector is able to submit the inspection results from the field; thus eliminating the need for the inspector to type their inspection results, at the end of each day.

Demo

- ▶ Inspection Ready
- ▶ Status Open

The screenshot shows a mobile application interface for 'My Inspections List'. The top status bar displays 'Verizon', '9:06 AM', and '100%' battery. The app header is blue with a hamburger menu icon on the left, the title 'My Inspections List' in the center, and a gear icon on the right. Below the header is a search bar with a magnifying glass icon and the text 'Search'. A date filter dropdown is set to 'Today'. The main content area is a table with a green vertical bar on the left side. The table has the following rows:

ACCOUNT NAME	500 OED test street Apt # 55
STATUS	Open
SCHEDULED START DATE	07/12/2017 12:00 AM
SCHEDULED END DATE	07/12/2017 09:06 AM
ASSESSMENT TEMPLATE TYPE	Unit v2.5

At the bottom of the screen, there are two blue buttons: 'Create New Inspections' and 'Sync All'. A black arrow points from the 'STATUS' field in the table to the word 'Open'.

Demo- Unit Inspection

- ▶ Conduct an inspection of the unit and record a broken light Globe.



The screenshot shows a mobile application interface for unit inspection. At the top, the status bar displays 'Verizon', '9:22 AM', and '100%' battery. The app header is blue with a back arrow and the word 'Viewer'. Below the header is a dropdown menu labeled 'Unit'. The main content area is white and contains the following information:

Assessable Record : 500 OED test street Apt # 55
Inspections : AM-52364 07-12-2017

The 'Unit' section is a light blue header followed by several categories, each with an 'OD' button:

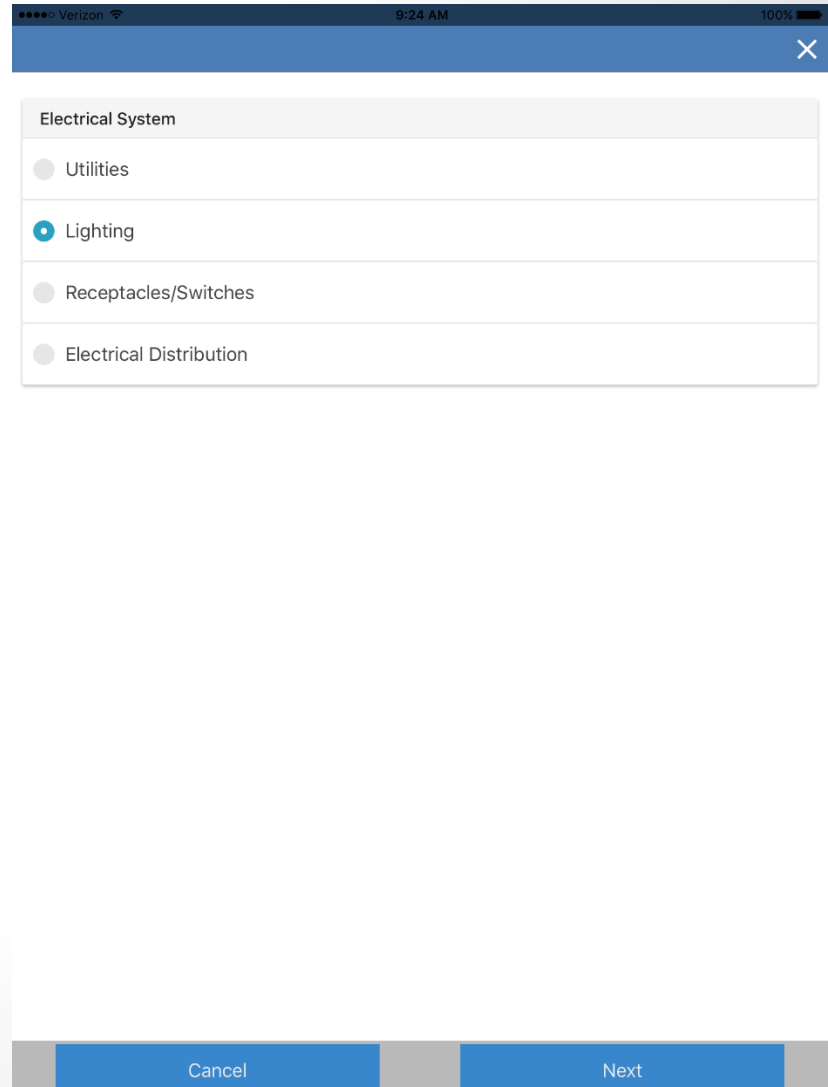
- Structure and Finish(es)
- Cabinets/Countertops/Appliances
- Life Safety Equipment
- Heating/Cooling/Ventilation
- Plumbing System
- Electrical System

The 'Health And Safety' section is a light blue header followed by a 'Health & Safety' category with an 'OD' button.

At the bottom of the screen is a blue bar with the word 'Save' in white text.

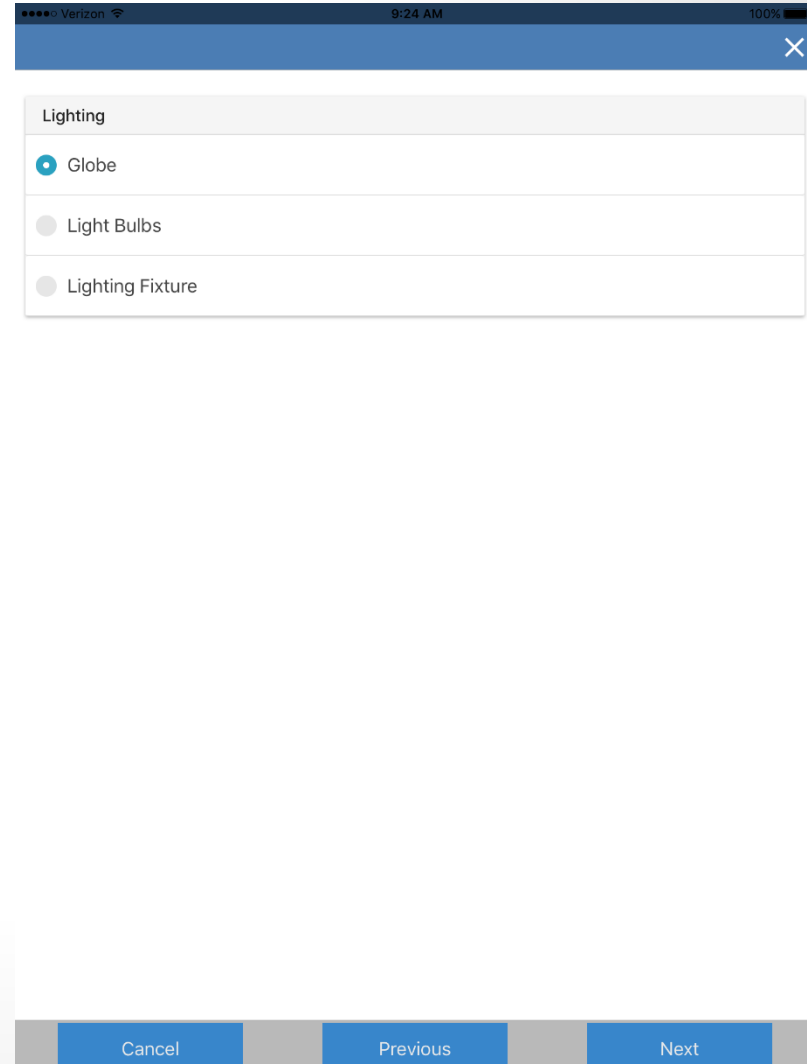
Demo – Unit Inspection

▶ Select Lighting



Demo – Unit Inspection

▶ Select Globe



Demo – Unit Inspection

- ▶ Select Broken/
Damaged/Failed



The screenshot shows a mobile application interface. At the top, there is a status bar with 'Verizon', '9:24 AM', and '100%' battery. Below that is a blue header bar with a white 'X' icon. The main content area is a white box with a light gray border, titled 'Globe'. It contains two radio button options: 'Missing' (unselected) and 'Broken/Damaged/Failed' (selected). At the bottom of the screen, there is a navigation bar with three buttons: 'Cancel', 'Previous', and 'Next'.

Demo – Unit Inspection

- ▶ Select Protective cover is broken /damaged



Verizon 9:24 AM 100%

Broken/Damaged/Failed

Cosmetic cover is broken/damaged.

Protective cover is broken/damaged.

Cancel Previous Next

Demo – Unit Inspection

- ▶ Add a picture –
Select File



Unit > Electrical System > Lighting > Globe > Broken/Damaged/Failed

Picture

Select File

Reason Photo Not Taken

UPCS-V Pass or Fail

FAIL

LTE

Reason Deficiency Result Changed

Room

Location

Floor Number

Health & Saf... Cancel Previous Continue

Demo – Unit Inspection

- ▶ Select Continue

Unit > Electrical System > Lighting > Globe > Broken/Damaged/Failed

Picture

Select File

Reason Photo Not Taken

UPCS-V Pass or Fail

FAIL

LTE

Reason Deficiency Result Changed

Room

Location

Floor Number

Health & Saf... Cancel Previous Continue

Demo – Unit Inspection

- ▶ Select Save
- ▶ Navigate to the Site inspection

Verizon 9:25 AM 100%

← Viewer

Unit

Assessable Record : 500 OED test street Apt # 55
Inspections : AM-52364 07-12-2017

Answer created successfully

Unit

Structure and Finish(es)
OD

Cabinets/Countertops/Appliances
OD

Life Safety Equipment
OD

Heating/Cooling/Ventilation
OD

Plumbing System
OD

Electrical System ⚠
OD

Health And Safety

Health & Safety
OD

Save

Demo – Site Inspection

- ▶ Select Garbage Disposal/Enclosure

Verizon 10:19 AM 93%

Viewer

Site

Related Site Inspections : AM-52451 07-12-2017

Site

Q.1 Fencing and Gate(s)
OD

Q.2 Grounds
OD

Q.3 Exterior Lighting
OD

Q.4 Mailbox(es)
OD

Q.5 Market Appeal
OD

Q.6 Outdoor Pool(s)
OD

Q.7 Parking Lots/Driveways/Roads
OD

Q.8 Play Area(s) and Equipment
OD

Q.9 Garbage Disposal/Enclosure
OD

Q.10 Retaining Wall(s)
OD

Save



Demo – Site Inspection

- ▶ Select Broken/
Damaged/Failed



The screenshot shows a mobile application interface. At the top, the status bar displays 'Verizon', '10:23 AM', and '93%' battery. Below the status bar is a blue header with a white close button (X). The main content area is a white box with a light gray border, containing a selection menu. The menu title is 'Garbage Disposal/Enclosure'. There are two options: 'Broken/Damaged/Failed' with a blue radio button, and 'Too Small' with a gray radio button. At the bottom of the screen, there are two buttons: 'Cancel' and 'Next', both in blue with white text.

Demo – Site Inspection

- ▶ Select A wall or gate of the enclosure is leaning and is at risk of collapse



The screenshot shows a mobile application interface. At the top, there is a status bar with 'Verizon', '10:24 AM', and '93%' battery. Below that is a blue header bar with a white 'X' icon. The main content area is titled 'Broken/Damaged/Failed' and contains two radio button options. The first option is 'A wall or gate of the enclosure has collapsed.' and is unselected. The second option is 'A wall or gate of the enclosure is leaning and is at risk of collapse.' and is selected with a blue dot. At the bottom, there is a navigation bar with three buttons: 'Cancel', 'Previous', and 'Next'.

Demo – Site Inspection

- ▶ Add a picture –
Select File



Verizon 10:24 AM 93%

Site > Garbage Disposal/Enclosure > Broken/Damaged/Failed

Picture

Select File

Reason Photo Not Taken

UPCS-V Pass or Fail

FAIL

LTE

Reason Deficiency Result Changed

Responsibility of Repair

Resolution Status

Unresolved

Comment

Health & Saf... Cancel Previous Continue

Demo – Site Inspection

- ▶ Select Continue

Verizon 10:24 AM 93%

Site > Garbage Disposal/Enclosure > Broken/Damaged/Failed

Picture

Select File

Reason Photo Not Taken

UPCS-V Pass or Fail

LTE

Reason Deficiency Result Changed

Responsibility of Repair

Resolution Status

Comment

Health & Saf... Cancel Previous Continue

A black arrow points to the 'Continue' button.

Demo – Site Inspection

- ▶ Select Save
- ▶ Navigate to the Systems inspection

Verizon 10:43 AM 90%

Viewer

Site

Related Site Inspections : [AM-52451 07-12-2017](#)

Answer created successfully

Site

Q.1 Fencing and Gate(s)
OD

Q.2 Grounds
OD

Q.3 Exterior Lighting
OD

Q.4 Mailbox(es)
OD

Q.5 Market Appeal
OD

Q.6 Outdoor Pool(s)
OD

Q.7 Parking Lots/Driveways/Roads
OD

Q.8 Play Area(s) and Equipment
OD

Q.9 Garbage Disposal/Enclosure ⚠
OD

Q.10 Retaining Wall(s)

Save

Demo – Systems Inspection

- ▶ Select Garbage Fire Protection



Verizon 12:28 PM 88%

← Viewer

Systems

Related Systems Inspections : [AM-52550 07-12-2017](#)

Building Systems

Q.1 Domestic Water
OD

Q.2 Elevator(s)
OD

Q.3 Emergency Power
OD

Q.4 Fire Protection
OD

Q.5 Sanitary System
OD

Health And Safety

Q.1 Health & Safety
OD

Save

Demo - Systems Inspection

- ▶ Select Sprinkler Head(s)



Verizon 12:28 PM 88%

Fire Protection

- Sprinkler Head(s)
- Extinguisher(s)

Cancel Next

Demo – Systems Inspection

▶ Select Missing



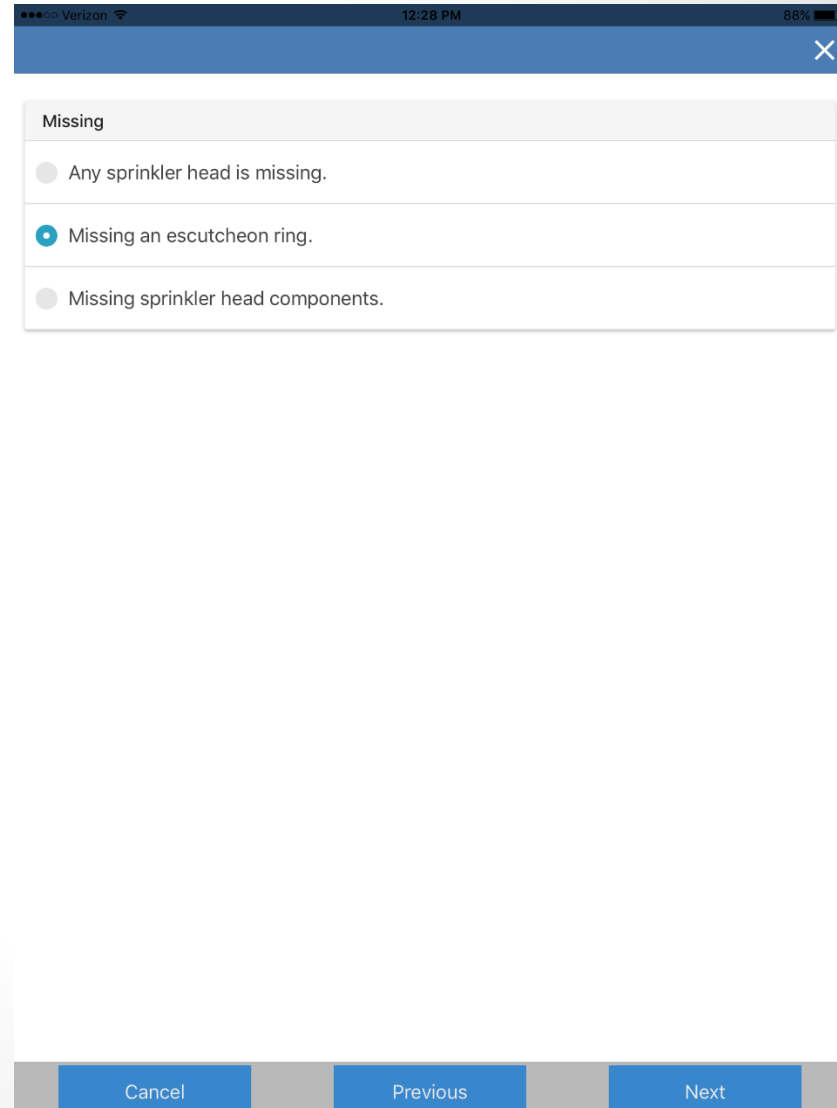
The screenshot shows a mobile application interface for inspecting a sprinkler head. At the top, there is a status bar with 'Verizon', '12:28 PM', and '88%' battery. Below the status bar is a blue header with a close button (X). The main content area is titled 'Sprinkler Head(s)' and contains a list of options with radio buttons:

- Missing
- Painted Over
- Capped
- Visibly Disabled
- Blocked

At the bottom of the screen, there is a navigation bar with three buttons: 'Cancel', 'Previous', and 'Next'.

Demo – Systems Inspection

- ▶ Select Missing an escutcheon ring



Demo – Systems Inspection

- ▶ Add a picture –
Select File



Verizon 12:29 PM 87%

Building Systems > Fire Protection > Sprinkler Head(s) > Missing

Picture

Select File

Reason Photo Not Taken

UPCS-V Pass or Fail

FAIL

LTE

Reason Deficiency Result Changed

Responsibility of Repair

Resolution Status

Unresolved

Comment

Health & Saf... Cancel Previous Continue

Demo – Systems Inspection

- ▶ Select Continue

Verizon 12:29 PM 87%

Building Systems > Fire Protection > Sprinkler Head(s) > Missing

Picture

Select File

Reason Photo Not Taken

UPCS-V Pass or Fail

LTE

Reason Deficiency Result Changed

Responsibility of Repair

Resolution Status

Comment

Health & Saf... Cancel Previous Continue

A black arrow points to the 'Continue' button in the bottom right corner of the form.

Demo – Systems Inspection

- ▶ Select Save
- ▶ Navigate to the Common Areas Inspection

Verizon 12:30 PM 87%

← Viewer

Systems ▾

Related Systems Inspections : [AM-52550 07-12-2017](#)

Answer created successfully

Building Systems

Q.1 Domestic Water
OD

Q.2 Elevator(s)
OD

Q.3 Emergency Power
OD

Q.4 Fire Protection ⚠
OD

Q.5 Sanitary System
OD

Health And Safety

Q.1 Health & Safety
OD

Save

Demo – Common Areas Inspection

- ▶ Select Electrical System

Verizon 1:27 PM 79%

← Viewer

Common Areas

Related Common Areas Inspections : [AM-52560 07-12-2017](#)

Common Area

Q.1 Other
OD

Q.2 Plumbing System
OD

Q.3 Cabinets/Countertops/Appliances
OD

Q.4 Electrical System
OD

Q.5 Structure and Finish(es)
OD

Q.6 Life Safety Equipment
OD

Q.7 Heating/Cooling/Ventilation
OD

Health And Safety

Q.1 Health & Safety
OD

Save

Demo – Common Areas Inspection

- ▶ Select Electrical Distribution



Verizon 1:27 PM 79%

Electrical System

- Lighting
- Receptacles/Switches
- Electrical Distribution

Cancel Next

Demo - Common Areas Inspection

▶ Select Wiring



Verizon 1:27 PM 79%

Electrical Distribution

- Electrical Panel(s)
- Wiring
- Breaker(s)/Fuse(s)
- Cover(s)

Cancel Previous Next

Demo - Common Areas Inspection

- ▶ Select Frayed



Verizon 1:27 PM 79%

Wiring

Frayed

Exposed

Cancel Previous Next

Demo – Common Areas Inspection

- ▶ Add a picture –
Select File



Common Area > Electrical System > Electrical Distribution > Wiring > Frayed

Picture

Select File

Reason Photo Not Taken

UPCS-V Pass or Fail

FAIL

LTE

LT

Reason Deficiency Result Changed

Building Floor Number

Responsibility of Repair

Resolution Status

Unresolved

Health & Saf... Cancel Previous Continue

Demo – Common Areas Inspection

- ▶ Select Continue

Common Area > Electrical System > Electrical Distribution > Wiring > Frayed

Picture

Select File

Reason Photo Not Taken

UPCS-V Pass or Fail

LTE

Reason Deficiency Result Changed

Building Floor Number

Responsibility of Repair

Resolution Status

Health & Saf... Cancel Previous Continue

Demo – Common Areas Inspection

- ▶ Select Save
- ▶ Navigate to the Exterior Inspection

Verizon 1:28 PM 78%

Viewer

Common Areas

Related Common Areas Inspections : [AM-52560 07-12-2017](#)


Answer created successfully

Common Area

Q.1 Other

Q.2 Plumbing System

Q.3 Cabinets/Countertops/Appliances

Q.4 Electrical System 

Q.5 Structure and Finish(es)

Q.6 Life Safety Equipment

Q.7 Heating/Cooling/Ventilation

Health And Safety

Q.1 Health & Safety

Save

Demo – Exterior Inspection

- ▶ Select Fire Escape(s)



Verizon 5:36 AM 69%

← Viewer

Exterior

Related Exterior Inspections : [AM-52668 07-13-2017](#)

Building Exterior

Q.1 Wall(s)
OD

Q.2 Fire Escape(s)
OD

Q.3 Foundation(s)/Slab(s)
OD

Q.4 Roof/Roof System(s)
OD

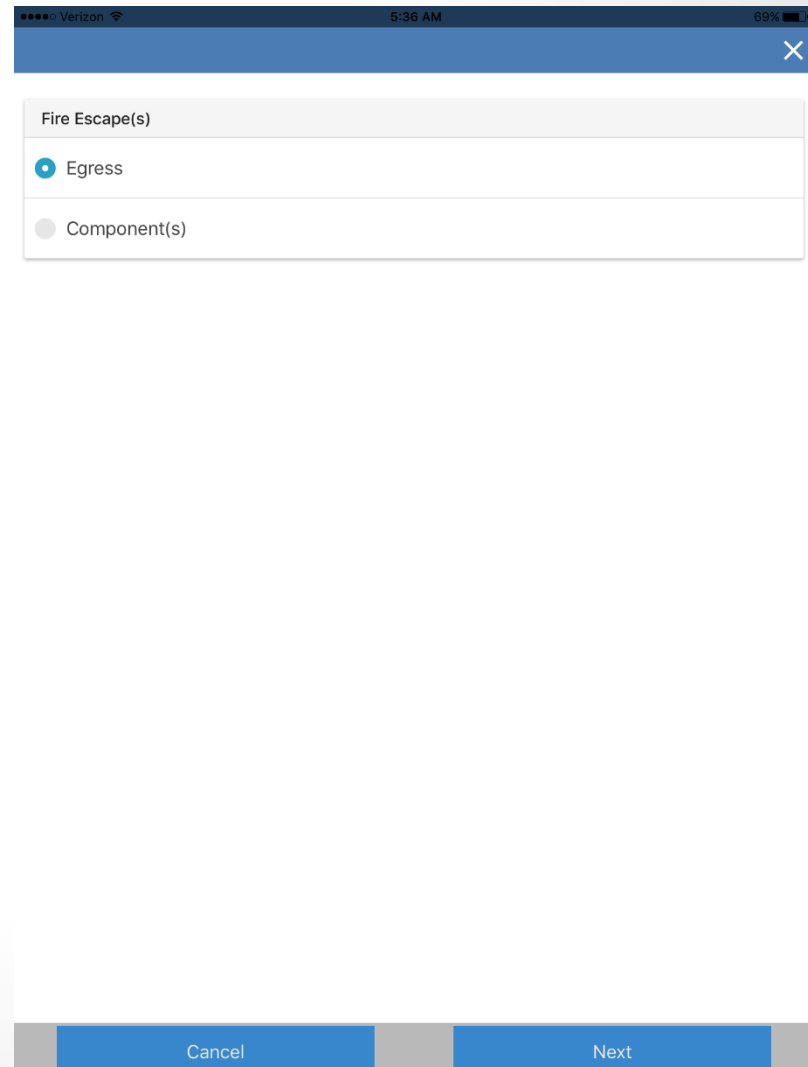
Health And Safety

Q.1 Health & Safety
OD

Save

Demo – Exterior Inspection

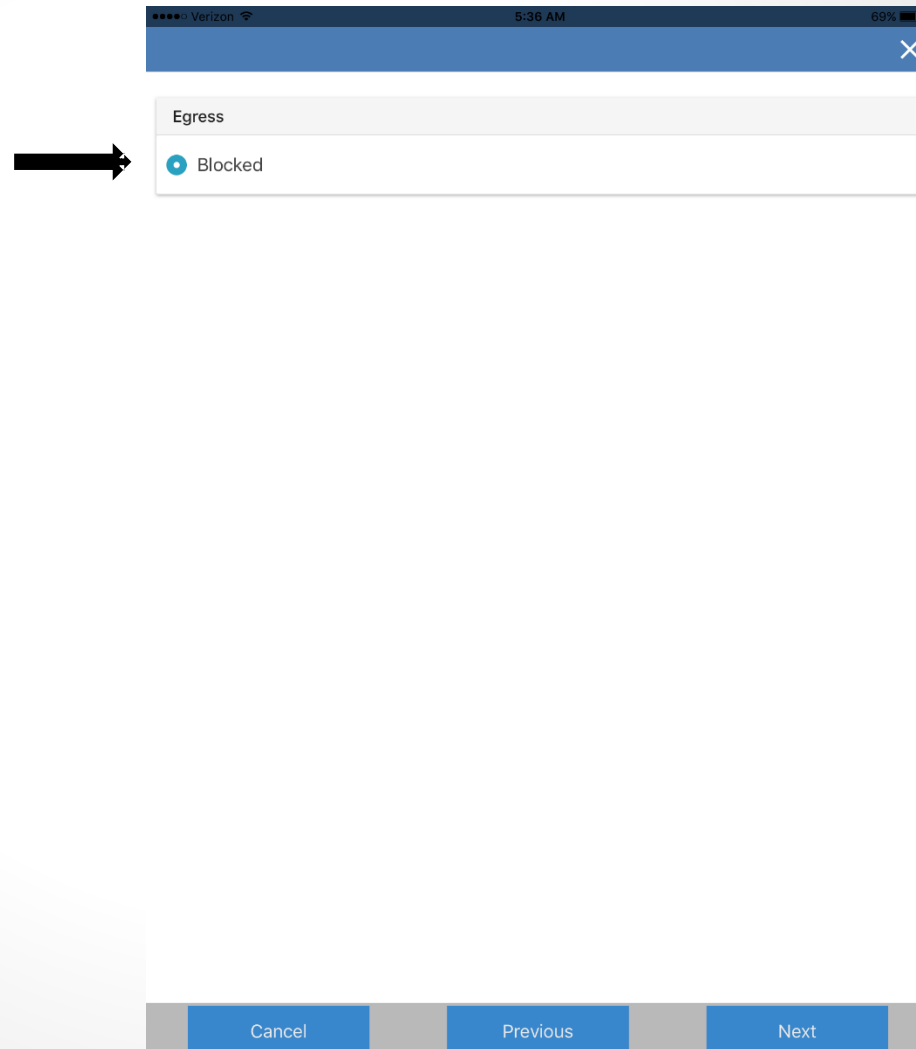
- ▶ Select Egress



The screenshot shows a mobile application interface. At the top, there is a status bar with 'Verizon', '5:38 AM', and '69%' battery. Below the status bar is a blue header with a white 'X' icon. The main content area is titled 'Fire Escape(s)' and contains two radio button options: 'Egress' (which is selected, indicated by a blue dot) and 'Component(s)' (which is unselected, indicated by a grey dot). At the bottom of the screen, there are two buttons: 'Cancel' and 'Next'.

Demo - Exterior Inspection

- ▶ Select Blocked



Demo – Exterior Inspection

- ▶ Add a picture –
Select File



Verizon 5:36 AM 69%

Building Exterior > Fire Escape(s) > Egress > Blocked

Picture

Select File

Reason Photo Not Taken

UPCS-V Pass or Fail

FAIL

LTE

LT

Reason Deficiency Result Changed

Responsibility of Repair

Resolution Status

Unresolved

Comment

Health & Saf... Cancel Previous Continue

Demo – Exterior Inspection

▶ Select Continue

Verizon 5:37 AM 69%

Building Exterior > Fire Escape(s) > Egress > Blocked

Picture

Select File

Reason Photo Not Taken

UPCS-V Pass or Fail

LTE

Reason Deficiency Result Changed

Responsibility of Repair

Resolution Status

Health & Saf... Cancel Previous Continue

A black arrow points to the 'Continue' button.

Demo – Exterior Inspection

- ▶ Select Save
- ▶ Navigate to the Data Viewer

The screenshot shows a mobile application interface titled "Viewer". At the top, there is a status bar with "Verizon", "5:37 AM", and "69%". Below the status bar is a blue header with a back arrow and the word "Viewer". A dropdown menu is set to "Exterior". Below this, there is a link for "Related Exterior Inspections : AM-52668 07-13-2017" and a green message "Answer created successfully". The main content is divided into two sections: "Building Exterior" and "Health And Safety". Under "Building Exterior", there are four questions: "Q.1 Wall(s)", "Q.2 Fire Escape(s)", "Q.3 Foundation(s)/Slab(s)", and "Q.4 Roof/Roof System(s)". Each question has an "OD" button. Under "Health And Safety", there is one question: "Q.1 Health & Safety" with an "OD" button. A large black arrow points down from the bottom of the form to a blue "Save" button at the bottom of the screen.

Demo – Submitting Inspection

- ▶ Select Submit All

Verizon 5:51 AM 67%

Viewer Submit All

Data Viewer

Search record

ACTION	Del Edit
SECTION	Building Exterior
QUESTION	Building Exterior > Fire Escape(s) > Egress > Blocked
HAS PICTURE?	Yes
PHA RESPONSE	building exterior > fire escape(s) > egress > blocked
ACCOUNT NAME	500 OED test street Apt # 55
CREATED DATE	07/13/2017 05:37 AM
DEFECT LEVEL	
LTE	LT
UPCS-V PASS OR FAIL	FAIL
LOCATION	
ACTION	Del Edit
SECTION	Common Area
QUESTION	Common Area > Electrical System > Electrical Distribution > Wiring > Frayed
HAS PICTURE?	Yes
PHA RESPONSE	common area > electrical system > electrical distribution > wiring > frayed

Answers Offline Answers

Demo – Submitting Inspection

- ▶ Status changed from Open to Field Review Completed

The screenshot shows a mobile application interface titled "My Inspections List". At the top, there is a search bar and a filter dropdown menu set to "Past". Below this, there are two inspection entries. Each entry is a card with a green vertical bar on the left side. The first entry has the following details:

ACCOUNT NAME	500 OED test street Apt # 55
STATUS	Field Review - Completed
SCHEDULED START DATE	07/11/2017 12:00 AM
SCHEDULED END DATE	07/11/2017 03:27 PM
ASSESSMENT TEMPLATE TYPE	Unit v2.5

The second entry has the following details:

ACCOUNT NAME	500 OED test street Apt # 55
STATUS	Field Review - Completed
SCHEDULED START DATE	07/12/2017 12:00 AM
SCHEDULED END DATE	07/12/2017 09:06 AM
ASSESSMENT TEMPLATE TYPE	Unit v2.5

At the bottom of the screen, there are two buttons: "Create New Inspections" and "Sync All". A black arrow points to the "Field Review - Completed" status of the first inspection.



Questions & Answers

Part 3: Future of UPCS-V

- » Bilal Assaad, Engineer and Product Owner of Future State Inspection Software

UPCS-V Demonstration Language

There are three components to the Demonstration, each of which may run concurrently:

- Evaluation of Revised Inspection Model (UPCS-V)
- **Data Standardization and Information Exchange**
- Oversight and Performance Improvement

PHAs participating in this component of the Demonstration and that use non-HUD provided software will be required to have and maintain the information technology resources and support necessary to interface with HUD's systems using industry standard file transfer protocols such as Simple Object Access Protocol (SOAP) and Representational State Transfer (REST) standards. Some data exchange may be via transfer of flat files.

Component 2: Data Standardization and Information Exchange of UPCS-V Inspections

UPCS-V is designed as an electronic inspection model. This component of the Demonstration will test the transition from a paper-based to an electronic inspection approach. Initially, the UPCS-V inspections will be performed electronically using HUD-provided software, and all inspections will include photos of the most severe deficiencies. For PHAs with their own IT systems, including PHA-produced or provided inspection software, HUD also will test the feasibility of different methods of transferring physical inspection information between PHA and HUD systems.

PHAs participating in this component will be required to document and submit to HUD all UPCS-V inspections electronically. HUD anticipates that it will then review, analyze, and where appropriate, transform the inspection data into value-added information, such as a scoring report, healthy homes report, and relative risk reports, for electronic transmission back to the PHA for its use.

PHAs participating in this component of the Demonstration and that use non-HUD provided software will be required to have and maintain the information technology resources and support necessary to interface with HUD's systems using industry standard file transfer protocols such as Simple Object Access Protocol (SOAP) and Representational State Transfer (REST) standards. Some data exchange may be via transfer of flat files.

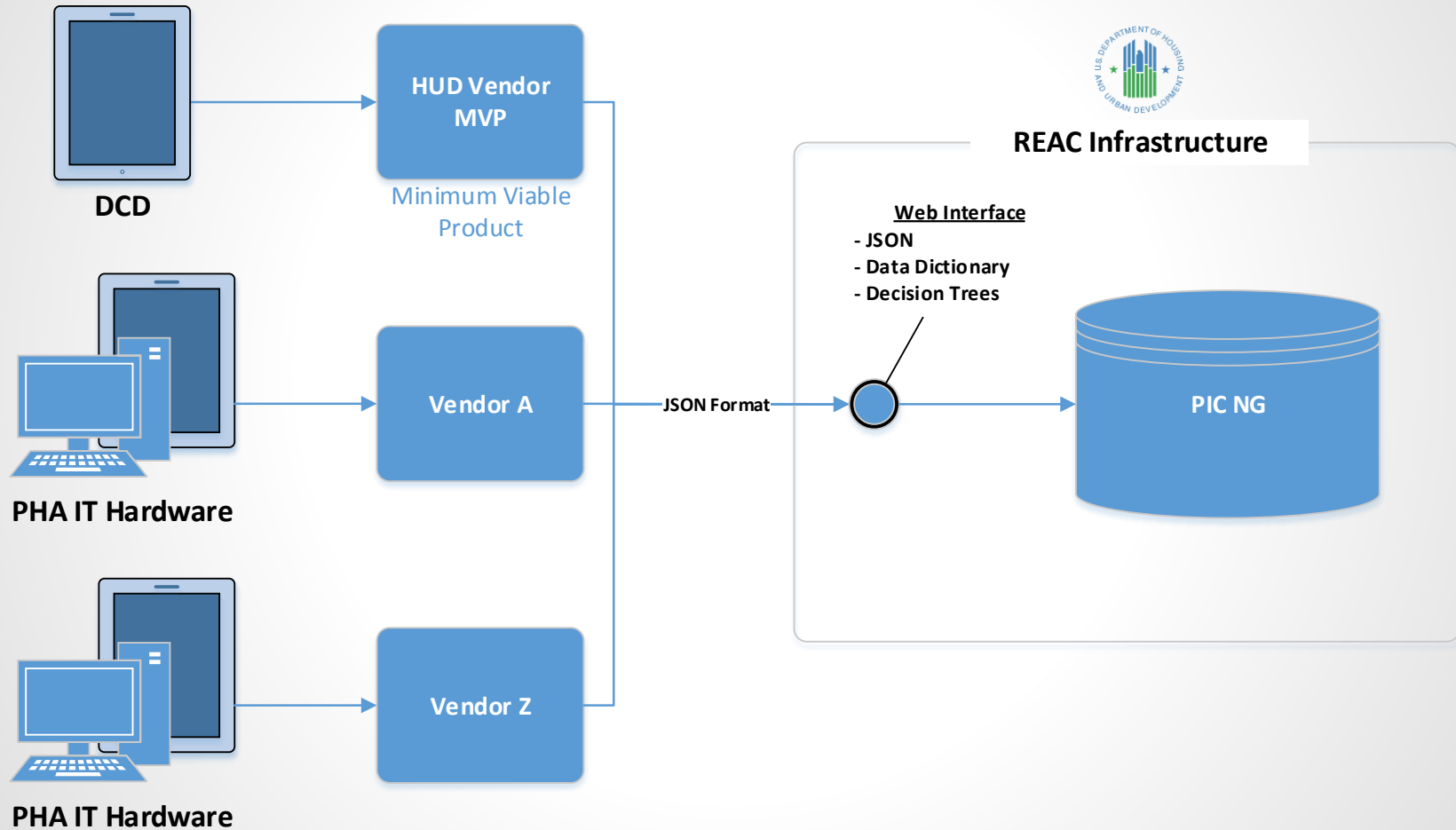
***24 CFR Part 982 [Docket No. FR-5928-N-01]
Published: May 4, 2016**

<https://www.gpo.gov/fdsys/pkg/FR-2016-05-04/pdf/2016-10460.pdf>

UPCS-V Inspections From 3rd Parties

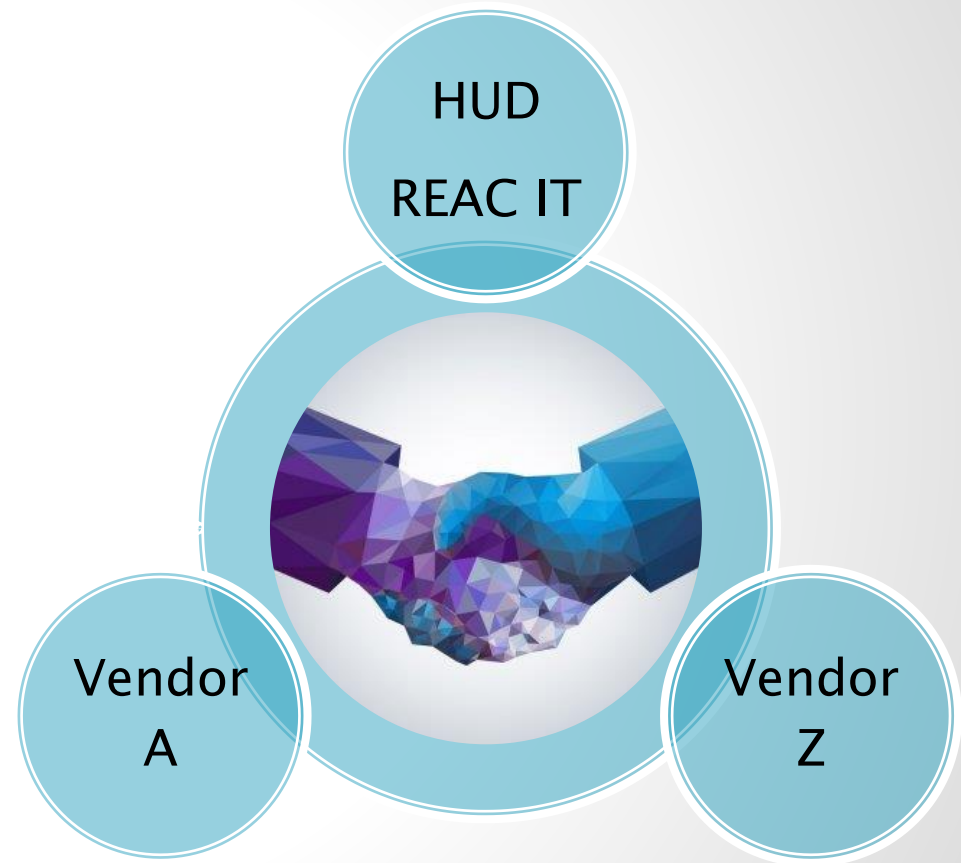
- ▶ The success of UPCS-V is dependent on successful data exchange from 3rd party vendors
- ▶ All PHAs will have the option of procuring and using the inspection platform of their choice
- ▶ HUD REAC will publish standardized data exchange specifications to be used by 3rd party software vendors
- ▶ Standardized data exchange will occur between 3rd parties and HUD via JavaScript Object Notation (JSON)

Future State Architecture



Collaboration

- Feedback on Slack Channel
- Host Quarterly Town Halls
- UPCS-V beta-tester Community



UPCS-V Slack Channel

URL: <https://upcs-v.slack.com>

upcs-v ▾
● hud-bilal.assaad
🔍 All Threads
CHANNELS
general
random
upcs-v
DIRECT MESSAGES
♥ slackbot
● hud-bilal.assaad (you)
○ dbird
○ hud-james.arcara
○ hud-jason
○ hud-kevin
○ hud-nickoberle
○ hud-patrick
○ hud-sdennis
○ yardi_mary
○ yardi-sunil.vibhute
APPS

#general
☆ | 👤 32 | 🗨️ 0 | Company-wide announcements and work-based matters

#general
hud-jason created this channel on March 31st. This is the very beginning of the #general channel. Purpose: *This channel is for team-wide communication and announcements. All team members are in this channel.* (edit)
+ Add an app or custom integration | 📎 Send [this link](#) to your team to invite them

March 31st

hud-jason 11:30 AM
joined #general. Also, @hud-patrick joined, @hud-kevin joined, @hud-nickoberle joined, @hud-sdennis joined.

April 11th

hud-nickoberle 10:33 AM
Welcome everyone! Please ensure that the first part of your username has your agency listed (ie: hud-....)

yardi-sunil.vibhute 10:36 AM
joined #general

hud-nickoberle 10:56 AM
uploaded this file ▾
 UPCS-V IT Vendor Deck.pdf
470kB PDF

hud-nickoberle 10:56 AM
uploaded this file ▾
 ExAM Data Exchange.pdf
1MB PDF

hud-nickoberle 10:56 AM
uploaded this file ▾
 Federal Lifeline Program Overview.pdf
1MB PDF

+ Message #general

Username Instructions
institution-firstname.lastname
ex: hud-john.smith



Questions & Answers

Next Steps

We Request Your Help to Shape UPCS-V

- ▶ We invite you to share your feedback for our continued success
- ▶ We are continually improving the program based on your feedback
- ▶ Reach out to us directly:
 - OED Website (next slide)
 - Twitter: @HUDREAC
 - Email: OED@hud.gov
 - Slack: upcs-v.slack.com

OED Website

Google:

- HUD OED
- HUD Oversight and Evaluation

• [Email Us: OED@hud.gov](mailto:OED@hud.gov)

TUESDAY, APRIL 25, 2017

Connect with HUD

HUD.GOV
U.S. Department of Housing and Urban Development
Secretary Ben Carson

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PIH Home | About PIH | PIH One-Stop Tool | Public Housing | Operating Fund | CapFund | Choice Neighborhoods | HOPEVI | Online Systems
Housing Choice Vouchers | Indian Housing | Moving To Work | RHIIP | Real Estate Assessment Center | Grants | Library

HUD > Program Offices > Public and Indian Housing > Real Estate Assessment Center (REAC) > Oversight and Evaluation Division (OED)

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REAC's - Oversight and Evaluation Division (OED)

The Oversight and Evaluation Division ensures that federally-assisted families reside in housing that is decent, safe, and sanitary by maintaining a unit-based physical inspection oversight program. The Division conducts quality control reviews of housing providers, collects and analyzes inspection data, and provides consultation services on housing quality best practices.

UPCS-V Overview

- ▶ What is UPCS-V?
- ▶ What does this mean for PHAs?
- ▶ What does this mean for Inspectors?
- ▶ What does this mean for Landlords?
- ▶ What does this mean for HCV Tenants?
- ▶ UPCS-V Unit Condition Index
- ▶ Answers to Common Questions (UPCS-V)
- ▶ FAQs

Demonstration Information

- ▶ PHA Demonstration Participant List (.pdf)
- ▶ Recording: UPCS-V Conference Call 7/25/16 (Zip: mp4)
- ▶ Recording: UPCS-V Conference Call 10/31/16 (Zip: mp4)
- ▶ Recording: UPCS-V Conference Call 2/28/17 (Zip: mp4)
- ▶ UPCS-V Demonstration Notice
- ▶ What is a Demonstration and how do I participate?

Resource Library

- ▶ Protocol Document – V2.0 (.pdf) Current: 1/5/17
- ▶ Protocol Tracker – Changes in V1.5 to V2.0 (.pdf) Current: 1/5/17
- ▶ Obsolete Documentation (ZIP)
- ▶ PowerPoints
- ▶ PHA Inspector Technical Training

Archive

- ▶ Final Update to Congress on HCV Inspection Oversight Project

Questions?

Email us: OED@hud.gov

Helpful Links

- ▶ Low-Rent Apartment Search (HUD)
- ▶ HUD's Office of Housing Choice Vouchers
- ▶ Contact a Public Housing Authority (PHA)
- ▶ How to become a HCV Landlord
- ▶ Alternative Inspection Methods: PIH Notice
- ▶ Alternative Inspection Methods: Rule

Updated Resource Library on OED Website

Resource Library

- ▶ **Demo: ExAM Mobile Inspection App (Video)**
- ▶ **Help with Salesforce Log-ins (.pdf)**
- ▶ **ExAM App Quick Reference Guide (.pdf)**
- ▶ **Enabling Auto Updates for iOS (.pdf)**
- ▶ **Enabling Auto Updates for Android (.pdf)**
- ▶ **Protocol V2.5 6/5/17 (.pdf)**
- ▶ **Protocol Change Tracker - 6/5/17 (.pdf)**

Newsletter

Monthly Newsletter: Email OED@hud.gov if you want to subscribe:



Oversight and Evaluation Division (OED)
Uniform Physical Condition Standard for Vouchers (UPCS-V)

ISSUE 2 | MAY | 2017

Thank you! We are listening to your Feedback!!

Stats as of 5/24/2017:

- 237 Demonstration Volunteers (there is capacity up to 250)
- 24 PHAs trained
- 1019 UPCS-V Inspections of Record (IoR) completed by PHAs
- 3 PHAs that have completed 100+ inspections using UPCS-V Protocol and Software

From the OED Team:

Welcome to our second OED monthly newsletter!!



Questions & Answers