

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



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

April 2017

Rationale For Change

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

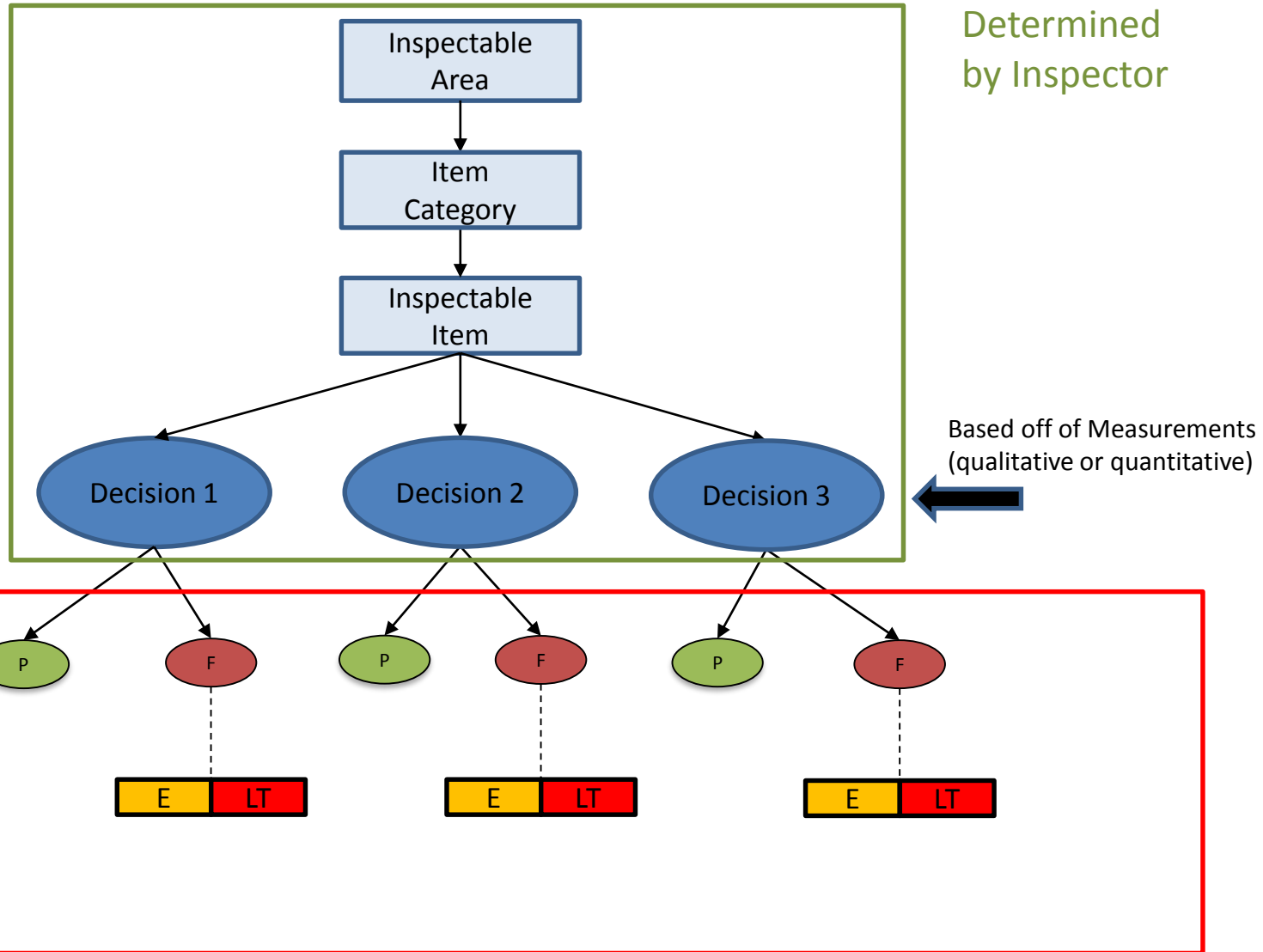
What is UPCS-V?

- Electronic, Data-driven inspection protocol
- Consistency throughout HCV program
 - Decision trees
 - Training
 - Access to accurate data
- Insight to the quality of housing stock
 - Unit Condition Index
 - Risk identification

Structure of UPCS-V

Legend

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

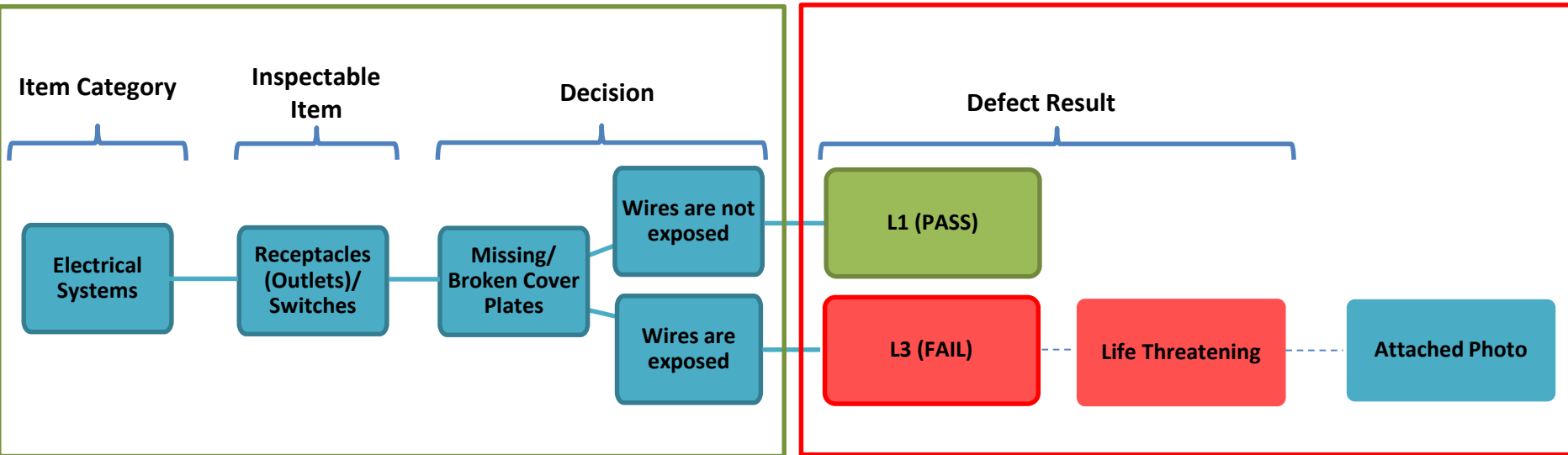


Determined by Software

Inspectable Area: Unit

Determined by Inspector

Determined by Software



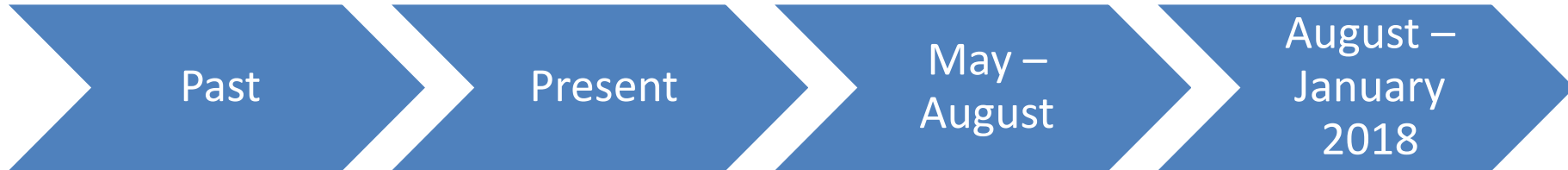
HQS: Electrical Hazards

- 1.3 – Living Room
- 2.3 – Kitchen
- 3.3 – Bathroom
- 4.3 – Other Rooms
- 5.3 – All Secondary Rooms
- 8.7 – Other Interior Hazards

Demonstration Achievements as of 4/1/17

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

Where are we heading?



- First PHAs started inspections of record in January
- Protocol Doc v2
- Updated Software
- Updated Decision Trees
- Expand adoption of UPCS-V to larger number of PHAs
- Usability within Decision Trees & Software
- In-person & WebEx training
- Continual PHA input to improve UPCS-V
- Increase the number of inspections
- Iterative refinement of user experience
- Protocol v3
 - *More Descriptive*
 - *Clearer definitions*
- Working towards a full online training tool
- Evaluating data collected from Demonstration for improvement of program

Vision for Data Exchange

- End State: Data Exchange will be **open** and published by HUD
- Current Need: Ability to get Salesforce inspection data (end points) into respective IT systems
- Protocol is not final – HUD warns that building a data tool before the architecture is final would be a risk
- Vendors/PHAs will have the ability to add to the minimum requirements set forth by HUD, such as:
 - Extra decision trees
 - Built-in Checklist
 - Other value added features

*Cannot lower the bar from minimum standard set by HUD

Moving Forward

- APIs will be published to the [OED Website](#)
- Discussion board (SLACK) for Vendor/PHA Collaboration
 - Link: <https://upcs-v.slack.com>
- What fields would be helpful for you from a quality control perspective?
- For access to SLACK board and added comments or suggestions: OED@hud.gov