



Bytes & Pieces

OCTOBER 2005

PIC Update

PIC continues to be challenging and still sometimes frustrating for most users. HDS is committed to help reduce some of the stress and frustration associated with PIC. We work closely with PICHelp by actively participating in the quarterly testing of new releases and by continuously testing the current release. We also assist PIC Coaches by sharing information and providing assistance.

With PIC V5.7.0 released on 09/16/2005, two Business Rule changes were implemented that would affect the Reexam, HQS, and SEMAP Reports for 09/30/2005 and will be in effect for PHAs with FYE of 09/30/2005.

PIC considers a **re-examination overdue** when the number of months since the last reexam is **14 months or greater** from the "Report Date".

PIC considers an **annual HQS inspection overdue** where the number of months since the last inspection is **14 months or greater** from the "Report Date".

Remember, starting with **FYE December 31, 2005**, **50058 Reported Rates under 95%** are subject to being sanctioned per PIH Notice 2005-17 (HA).

PIC Clean-up

With PIC Release 5.5, PIC modified two monthly reports, the Reexam and HQS Reports. These reports include all tenant HOH records sourced from PIC's Current database. Active action codes reported (regardless of the last reported effective date of action) are:

- 1 – New Admission
- 2 – Annual Reexamination
- 3 – Interim Reexamination
- 4 – Portability Move-in (S8 Only)

- 7 – Other Change in Unit
- 9 – Annual Reexam Searching (S8 Only)
- 12 – Flat Rent Annual Update (PH Only)
- 14 – Historical Adjustment

The reports are no longer date driven and simply include all active tenants in PIC's Current database. This is a major change from the method PIC previously used to generate these reports. The first PIC Monthly Reports affected by this change were dated 09/30/2004.

It is recommended that PHAs clean-up the Reexam Report before reviewing the HQS Report because typically, if the tenant record is reporting an overdue reexam, it is usually also reporting an overdue HQS inspection date.

Understanding the Reexam Report

The Reexam Report is a "PIC Monthly Report" that generates the evening of the first Friday of each month and is dated for the last day of the previous month. (For example, a report generated on 10/07/2005 would have a report date of 09/30/2005).

This report includes 50058 data submitted through the first Friday of each month BUT may not include data for HOH records that are reporting a "future" effective date (a date later than the last day of the previous month).

PIC considers a re-examination overdue when the number of months since the last reexam is **14 months or greater** from the "Report Date".

It should be noted that the “Date of Last Annual Reexamination” is either an “actual” date if the last reported Action Type = 1, 2, 9, 12, or 14 (if 2j is blank) or it is a “calculated” date if the last reported Action Type = 3, 4, 7, or 14 (if 2j is reported). To “calculate” the date, PIC subtracts 12 months from the last reported “Projected Date of Next Annual Reexamination”.

According to the Business Rules, PIC is suppose to calculate the “Number of Months since the Last Annual Reexamination” by subtracting the reported “Date of the Last Annual Reexam” from the Report Date, dividing by 30 days, and rounding to the nearest month..

Possible reasons for records reporting “Number of Months” equal to or greater than 14 months:

- Reported an Action 3 – Interim Reexam instead of an Action 2 – Annual Reexam resulting in no reported change in the Projected Effective Date of Next Reexam (field 2i).
- Reported an Action 7 – Other Change of Unit and did not change the Projected Effective Date of Next Reexam (field 2i).
- Did not report an Action 12 – Flat Rent Annual update for a tenant previously reported as paying Flat Rent (*Public Housing Only*).
- Move-out action not processed correctly by PIC.
- Incorrectly reported a Change in HOH or HOH SSN resulting in duplicate households.
- Public Housing HOH record that lost its reference to Building/Entrance/Unit in PIC.
- Old, inactive HOH (SSN) record, typically a Section 8 Program record.

How to Correct the Reexam Report

- Process and Action 2 – Annual Reexam for tenants that are missing a current record.
- For tenants reporting Flat Rent, either report an Action 12 – Flat Rent Annual Update or report an Action 2 – Annual Reexam.
- Process an Online EOP in PIC for inactive HOH or HOH with incorrect SSN.

Online EOP (End of Participation)

The “Online EOP” is a useful tool that can help the user “clean up” old record issues in PIC. The PHA’s PIC Security Administrator must assign this role to the appropriate user(s).

To perform an “Online EOP” the user selects the Search tab found in the Form-50058 Viewer sub-module. Enter the SSN, last name or the first name of the head of household to retrieve the existing 50058 record from the “Current” database. If the user has authorization to perform an Online EOP, they will see an additional column on the right that contains an Online EOP hyperlink. If the existing record is an *EOP*, the column will contain the label “*EOP*” without a hyperlink, which means the End of Participation was already processed.

The Effective Date of Action is the only field the user may edit, however it must **not** be earlier than the existing Effective Date of Action and cannot be later than 4 months from the current day’s date.

A scheduled background process will update the Form-50058 database tables and perform the EOP usually within 15 minutes from the submission. Once the EOP record has been successfully updated in the database, the user can view the tenant record details from the Search tab.

At this point in PIC’s development, it would be fairly uncommon to process an Online EOP for an assisted Public Housing tenant. For this situation, please contact MTCS Support at HDS for further instructions.

HQS Report

After a PHA as successfully cleaned up the Reexam Report, the PHA can proceed with cleaning up the HQS Report the following month. The easiest method to cleanup the data on this report is to process an Action 13 – Annual HQS Inspection Only. Remember that the Effective Date for this action must be equal to or greater than the last Effective Date **updated** in PIC. It is recommended that the PHA use either the first of the current month or the first of the next month.

PIC considers an annual HQS inspection overdue where the number of months since the last inspection is **14 months or greater** from the “Report Date”.

The Report Column Headings include:

- Head of Household Name
- Head of Household SSN
- Last HQS Inspection Date
- Number of Months Since the Last HQS Inspection

To meet SEMAP requirements, each unit under a HAP contract must be inspected at least annually and no more than twelve months from the previous inspection date. It is important to remember that all “new units” must PASS HQS inspection prior to the lease and HAP contract effective date.

The current edits in PIC only require the inspection dates on lines 5h and 5i to be “data filled” in a mm/dd/yyyy format. PIC will not issue a “Warning” or a “Fatal Error” if the inspection dates reported on the Form-50058 are more than 12 months from the previous inspection or more than 12 months from the Effective Date of Action.

The quality of the data reported to PIC for lines 5h and 5i is dependent on the user updating HDSWin with valid data and processing appropriate Form-50058 actions in a timely manner. This is particularly important because the data reported from the Form-50058 feeds directly into the SEMAP reporting system.

The “Date Unit Last Passed HQS Inspection (5h)” is the last date the unit passed a full housing quality standards (HQS) inspection. This date could be different from the date recorded in line 5i-Date of last annual HQS inspection if the unit did not pass the HQS inspection with the initial inspection.

The “Date of the Last Annual HQS Inspection (5i)” is the date the inspector conducted a full inspection of the unit. When the inspector returns to re-inspect for the correction of a failed item, they are not re-inspecting the entire unit; therefore, they are not doing a full HQS inspection.

Example: The unit failed the initial full HQS inspection on 09/20/2005. On 09/30/2005, the unit was re-inspected and it passed.

- Line 5h: 09/30/2005 - Date Unit Last Passed HQS Inspection
- Line 5i: 09/15/2005 - Date of Last Annual HQS Inspection

Updating Inspection Dates in PIC

Inspection dates reported on Form 50058 lines 5h – Date unit last passed HQS inspection and 5i – Date of last annual HQS inspection can be updated in PIC by submitting any of the following Actions:

- 1 – New Admission
- 2 – Annual Reexamination
- 3 – Interim Reexamination
- 4 – Portability Move-in
- 7 – Other Change of Unit
- 13 – Annual HQS Inspection Only (**5i Only**)
- 14 – Historical Adjustment

In 2004, PIC changed Action 13 – Annual HQS Inspection Only so it would only update line 5i – Date of last annual HQS inspection, therefore, line 5h can only be updated by processing an Action 1, 2, 3, 4, 7, or 14.

Remember, there is a timing relationship between “when” the Annual HQS Inspection is performed and “when” it is reported to PIC and on “what 50058 action” is used to report inspection dates to PIC. Because HDSWin does not batch 50058 data with future effective dates, the PHA could be late reporting the HQS Inspection to PIC if it waits to report it on the Action 2 – Annual Reexamination.

Because of the impact HQS has on SEMAP scores, it is recommended that PHAs report all inspection date detail using Action 13 – HQS Update Only. By using this action in HDSWin, the user accomplishes 3 things:

- Creates an action to report Field 5i –Date of Last HQS Inspection to PIC.
- The action updates the inspection date fields in the HDSWin Unit file.
- The action updates the inspection date fields on any “un-batched” Form-50058 Action.

By processing an Action 13 to report **all** HQS inspection dates to PIC, the PHA will usually avoid reporting the annual HQS Inspection to PIC.

Clean-up Action 5 Records

It is recommended that PHAs review all Action 5 – Portability Move-outs that appear in the PHA’s Current database to determine the status of the tenant in PIC.

If the Action 5 was processed in error because the tenant failed to sign a lease, the Initial PHA should process an Online EOP.

If the tenant successfully signed a lease and the Action 5 is more than 3 months old, the Initial PHA should contact the Receiving PHA to determine if the Receiving PHA is experiencing any problems reporting the 50058 record to PIC.

The most common problem is the Receiving PHA either attempted to process the Action 4 – Portability Move-in prior to the Initial PHA processing the Action 5 OR the Receiving PHA attempted to use an effective date earlier than the effective date reported on the Action 5. Either way, the final result is the same; the Receiving PHA is unable to successfully report the 50058 in PIC. This is a serious problem for the Initial PHA if the Receiving PHA is responsible for administering the voucher rather than absorbing it.

Example: Correct processing of a tenant that ports-out, signs a lease effective 09.15.2005, and the voucher is administered by the Receiving PHA:

- Initial PHA processes an Action 5 – Portability Move-out, effective on or before 09.14.2005 and submits to PIC on 09.15.2005 or as soon as possible.
- After reviewing the status of the HOH's SSN in MTCS HA Query, the Receiving PHA processes an Action 4 – Portability Move-in, effective 09.15.2005 and submits to PIC on 09.18.2005.
 - 12d – Did family move into your PHA jurisdiction under portability – **YES**
 - 12e – Cost billed per month - **\$XXX**
 - 12f – PHA code billed – **AABBB**
- Initial PHA enters tenant SSN into MTCS HA Query to determine status of tenant in PIC and reviews the paper copy of the 50058 form received from the Receiving PHA to review status of 12d,e,f.
- The 50058 Required count on the Delinquency Report increased for the Receiving PHA by 1 unit while the count decreased by 1 unit for the Initial PHA.

NOTE: *This status of the Required Unit count will continue either until the Receiving PHA absorbs the voucher or the effective date of the tenant's last action is more than 15 months old in PIC.*

Tenant ID Management

With Release 5.7.0, the Alternate ID Generator Sub-module of Form-50058 has been renamed to Tenant ID Management. This sub-module allows the PHA to create an Alternate ID for any family member that does not have a valid SSN or may have a disputed SSN in PIC. After entering the requested information, PIC will generate a 9-digit alphanumeric number that starts with “H” followed by 8 numbers.

This sub-module also includes a “Replace ID” function once the family member receives a valid SSN. The PHA's PIC Security Administrator or PIC Coach must assign this role to the appropriate user(s).

PHAs should become familiar with the three reports under the Reports Tab.

The **AID Report** can provide a listing of all family members for which the PHA generated an Alternate ID. The Active Indicator column identifies each record with one of the following codes:

- **A** – Alternate ID has been generated for a family member but it has not been reported to PIC on a Form-50058.
- **Y** – Alternate ID has been generated for a family member and it has been reported to PIC on a Form-50058.
- **N** – Alternate ID has been generated for a family member and it has been replaced with a valid SSN.

Please note that there is no direct relationship between these three indicators and the status of the family as being considered “Active” based on Action Types = 1, 2, 3, 4, 7, 9, 12, or 14 or “Inactive” based on Action Types = 5 or 6.

The **Possible Duplicate Tenant Report** lists family members whose SSN is being reported more than once in PIC. PHAs should review this report and begin to verify which family is supposed to be reporting the specific family member/SSN. In the very near future, PIC will no longer allow a family member/SSN to be reported more than once by any family or PHA.

NOTE: Possible Duplicate Tenant report is updated every night. Please allow 24 hours for the changes to be reflected in the Possible Duplicate Tenant Report.

The **Invalid Tenant ID Report** is another report that the PHA needs to review and begin to cleanup. A family member/SSN will be listed on the report for the following reasons:

- ✓ Algorithmically incorrect SSN
- ✓ Invalid SSN
- ✓ Invalid Date of Birth
- ✓ Invalid Last Name

Please be aware that in the near future, PIC will not allow a PHA to process a 50058 for a family if one of the family members appears on either of these reports unless the PHA is processing a Correction, an EOP, or Action 15 – Void.

NEW PIC Reports – Viewer Sub-module Overlapping Date Report

The Overlapping Date Report displays the effect of overlapping effective dates caused by a “Gaining PHA” processing an Action 1 – New Admission before the “Selected PHA” has processed an Action 6 – End of Participation (EOP).

The Overlapping Date Report contains three separate reports. To generate the reports, the “Selected PHA” would normally accept the default “From” and “To” Occurrence Dates.

The **Automatic EOPs Pending Report** will list HOH Names and SSN and the “Gaining PHA” that processed the overlapping Action 1. To generate the report the “Selected PHA” would normally accept the defaulted “From” and “To” dates.

The “Selected PHA” should review the families listed on the report. The “Selected PHA” should contact the “Gaining PHA” regarding discrepancies. If the information is correct, the “Selected PHA” should either process an Action 6 – EOP or use the “Online EOP” link that is available on the report.

If no action is taken by the “Selected PHA,” PIC will generate an Automatic EOP on the first of the month following the Occurrence Date of the Overlap. PHAs are advised to review this report prior to the end of the month because it is more advantageous to take action rather than wait for PIC to process the Automatic EOP.

The “Selected PHA” should process an “Online EOP” even if it has processed an Action 5 – Portability Move-out for the family.

The **New Admissions Causing Overlapping Dates Report** will list the HOH Name and SSN and the “Losing PHA” as a result of the “Selected PHA” processing an Action 1 – New Admission before the “Losing PHA” has processed an Action 6 – EOP.

The **Automatic EOPs Processed Report** will list the automatic EOPs generated as the result of the “Selected PHA” not processing either an Action 6 – EOP or Online EOP prior to the first of the month following the Occurrence Date of the Overlap. The Report will list the “Gaining PHA” that processed the Action 1 – New Admission.

Portability Billing Report

The Portability Billing Report consists of two reports. The **PHA Billing Report** allows the “Selected PHA” to review a list of families that it is administering and billing the “Initial PHA”. For the first time, the **PHA Billed Report** allows the “Selected PHA” to review the status of families that a “Receiving PHA” is administering and billing the “Selected PHA”.

The data fields driving these two reports are field 11e/12e – Cost Billed per Month must be greater than \$0 and field 11f/12f – PHA Code Billed must report a valid PHA Code.

The “Selected PHA” can generate the reports by selecting the following Program Types:

- Tenant-based Vouchers
- Homeownership Vouchers
- All Relevant Programs

The “Selected PHA” should consider changing the Effective Date “From” date to match the last Delinquency Report. The Effective Date “To” date should be changed to at least four months into the future in case a “Receiving PHA” submits actions with future effective dates to PIC.

Quick Review: PIC Actions

9 – Annual Reexamination Searching

(Section 8 Voucher only.) Use when the family is due for an annual reexamination, but has moved from its former unit and is currently searching for a new unit. When the family finds a unit, you may submit either 2-Annual Reexamination or 7-Other Change of Unit. If the family finds a unit in a different PHA's jurisdiction, submit a 5-Portability Move-out. The receiving PHA will submit a 4-Portability Move-in. If family fails to find a unit, submit a 6-End of Participation.

10 – Issuance of Voucher

(Section 8 Voucher only.) Use when the PHA issues a Voucher to an Applicant family who will begin its housing search. If the Applicant family finds a unit, submit a 1-New Admission. If family finds a unit in a different PHA's jurisdiction, the receiving PHA would submit a 1-New Admission. If the Applicant family does not find a unit, submit an 11-Expiration of Voucher.

11 – Expiration of Voucher

(Section 8 Voucher only.) Use when the Applicant family fails to lease a unit and the Voucher expires.

12 – Flat Rent Annual Update

(Public Housing Flat Rent families only.) Flat rent families need a 2-Reexamination at least every three years. Conduct a Flat Rent Annual Update in the year(s) that an Annual Reexamination is not conducted.

QHWRA related change. For more information, see 24 CFR 960.257(a) (2).

13 – Annual HQS Inspection Only

(Section 8 Voucher only.) Use when it is time for the PHA to conduct the annual HQS inspection, but it is not time to report any other action for the family. The recommended effective date of this action is the first of the month following the inspection.

14 – Historical Adjustment

(Public Housing and Section 8 Voucher) Historical Adjustment serves as a baseline action. It will establish the first family record in PIC prior to any other action processed in the Form-50058 module for the family.

Form HUD-50058 Monthly Standard Reports

The MTCS system currently analyzes the Form HUD-50058 data to produce 15 standard monthly reports. At this point, PHAs are being advised to review the following list of standard monthly reports.

Delinquency Report: The PHA Delinquency Report provides PHA reporting rates for Form HUD-50058 submissions. The report allows a comparison of available and occupied units and the total number of unreported households.

SEMAP Indicators Report: The Section Eight Management Assessment Program (SEMAP) Indicators Report is one of several inputs used to derive a score and rating for PHAs as it relates to SEMAP certification.

Reexamination Report: The Reexamination and Flat Rent Annual Update Report lists the number of months since the family's last annual reexamination, flat rent reexamination, or flat rent annual update. An annual reexamination will be considered overdue if it is 14 months or more since the last annual reexamination.

HQS Report: The Housing Quality Standard (HQS) Inspection Report is lists the number of months since the family's last annual HQS inspection. An annual HQS Inspection is considered overdue if it is 14 months or more since the last inspection.

Rent Calculation Report: The Tenant Rent Calculation Discrepancy Report provides a list of families where the PHA -reported rent and the system-calculated rent differ by more than \$10 per month. The system-calculated rent, the reported rent, and the difference are shown for each family.

PIC Reports

PHAs should periodically review key data fields in PIC to verify the accuracy and quality of the Form 50058 data accepted by PIC.

MTCS Transaction Report for Public Housing & Section 8

- Select **Form-50058** Module
- Select **Viewer** Sub-module
- Select **Reports** Tab
- Select Program Type **ALL** or **PH** or **S8**
- Select appropriate PH **Development(s)** (PH Only)
- Leave Type of Action defaulted on **All**
- Select either Effective Date From or Update Date From. If submitted 50058 data includes future effective dates, select Update Date From.
- Change the **From Date** year to **1997** and **To Date** to the **current date or future**.
- Select **GENERATE REPORT**

The report can be printed or downloaded to an Excel format. Since the report sorts in Action Type order and includes action 6-End of Participation (EOP) and action 5-Portability Move-out (S8 Only) records, it is advisable to download the report to an Excel format. To obtain a listing of “**Active**” tenants only, remove all Action 6-EOP records. This report will ***not*** list vacant units for Public Housing.

To Download the MTCS Transaction Report to Excel:

- Click on the Excel Symbol
- Select “Open”

Sort the report by:

- ✓ **Head of Household Last Name** and reconcile to your housing software’s rent roll or tenant’s under lease to identify family records that are in PIC and should not be and to family records that are missing from PIC.
- ✓ **Effective Date of Action** and review for dates that are more than 12 months old.
- ✓ **Section 8 users** should review tenants with a last Action 5 – Portability Move-out with an effective date more than 3 months old.

Generate a Basic PIC Ad Hoc Report for Public Housing

- Select **Ad Hoc Module**
- Select **MTCS Sub-module**
- Select Program Type: **Public Housing**
- Click on “CONTINUE”
- Type of Action Selection, select the “active” action codes:
 - New Admission
 - Annual Reexamination
 - Interim Reexamination
 - Other Change of Unit
 - Flat Rent Annual Update
 - Historical Adjustment
- Depending upon the purpose of the report, it is recommended to change the “**From**” year to **1990** and leave the “**To**” date default to the **current date or at least 4 months into the future** (if PHA submits actions with future effective dates).
- Click on “GO TO FIELD SELECTION.”
- For Form, click on “SELECT ALL.”
- For Agency, click on “SELECT ALL.”
- For **Action**, select:
 - 2a – Type of Action**
 - 2b – Effective Date of Action**
 - 2h – Date of admission to Program**
 - 2i – Projected Effective Date of Next Re-exam**
- Scroll to the bottom of the page.
- Select “GENERATE REPORT.”

The report can be printed or downloaded to Excel. Since the report sorts in SSN order, it is advisable to download to Excel and resort the report in either last name order or by Development, Building, and Unit order.

To Download the Ad Hoc Report to Excel:

- Click on the Excel Symbol
- In the box that appears, click on **Download Set**
Select either “Open this file from its current location” or “Save this file to disk” and click on “OK.”

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Basic “Ad Hoc Report” for Section 8

- Select **Ad Hoc** Module
- Select **MTCS** Sub-module
- Select Program Type: **All Voucher Funded Assistance**
- Click on **CONTINUE**
- Type of Action Selection, either “Select All” or just the “active” action codes:
 - New Admission
 - Annual Reexamination
 - Interim Reexamination
 - Portability Move-in
 - Other Change of Unit
 - Annual Reexamination Searching
 - Historical Adjustment
- Depending upon the purpose of the report, it is recommended to change the “**From**” year to **1990** and leave the “**To**” date default to the **current date or at least 4 months into the future** (if PHA submits actions with future effective dates).
- Click on **GO TO FIELD SELECTION**
- For *Form*, click on **SELECT ALL**
- For *Agency*, click on **SELECT ALL**
- For *Action*, select:
 - 2a – Type of Action**
 - 2b – Effective Date of Action**
 - 2h – Date of Admission to Program**
 - 2i – Projected Effective Date of Next Re-exam**
- For *Household*, select:
 - 3w – If new HOH, former HOH SSN**
- For *Unit to be Occupied on Effective Date of Action*, Select lines:
 - 5h – Date unit last passed HQS inspection and**
 - 5i – Date of last annual HQS inspection.**
- Scroll to the bottom of the page.
- Select **CONTINUE**
- For *Section 8 Vouchers*, select
 - 12b – Is family now moving to this unit?**
- Scroll to the bottom of the page.
- Select **GENERATE REPORT**
- If appropriate, also select the following before selecting **GENERATE REPORT**:
 - 2k – FSS Participant now/last year Y/N**
 - 17b – FSS report category: Enrollment, Progress, Exit**
 - 17c – FSS Effective Date of Action**

- 17d – PHA code of PHA administering**
- 17k(1) – Current FSS account monthly credit**
- 17k(2) – Current FSS account balance**

The report may be printed or downloaded to an Excel format. Since the report sorts in SSN order, it is advisable to download to an Excel format, so the information on the report can be sorted in a more desirable order.

To Download the Ad Hoc Report to Excel:

- Click on the Excel Symbol
- In the box that appears, click on **Download Set 1**
- Select “Open this file from its current location” and click on “OK.”

Sort the report by:

- ✓ **Head of Household Last Name** and reconcile to your housing software’s tenants under lease to identify tenants that are in PIC and should not be and to locate tenants that are missing from PIC.
- ✓ **Effective Date of Action** and review for dates more than 12 months old.
- ✓ **Date of Admission to Program** and review the last 12 month period and compare to column **5h – Date unit last passed HQS inspection** to make certain that the unit passed inspection prior to providing assistance/HAP to the tenant.
- ✓ **Projected Effective Date of Next Re-exam** and review for dates that are older than the current date.
- ✓ **Date Unit Last Passed HQS Inspection** and review for dates more than 12 months old.
- ✓ **Date of Last HQS Inspection** and review for (1) dates more than 12 months old and (2) dates that are more than 3 months earlier than the 2i=Projected effective date of next reexamination.
- ✓ For an FSS Family to be counted in PIC, indicator 2k and a FSS Addendum must be entered in PIC. Review should also include the FSS Escrow Balance because this data is reported to SEMAP.
- ✓ For WTW families to be counted in PIC, indicator 2m and a WTW Addendum must be entered in PIC.

