

THE HCV PROGRAM

A MANAGEMENT PERSPECTIVE

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1

TOPICS OF DISCUSSION

- Organization and planning are keys to success
 - ✓ Calendars
 - ✓ Calendar reminders
- Use of tools
 - ✓ HUD tools/reports
 - ✓ PHA produced tools/reports
- Communicating with landlords and how it will help your program

2

2

TOPICS OF DISCUSSION

→ Preparation for upcoming events

- ✓ HIP migration
- ✓ HOTMA implementation
- ✓ NSPIRE
- ✓ CCMRs

→ Staff

- ✓ What role do they play?
- ✓ Communication
- ✓ Training
- ✓ Preparation for those upcoming events

3

3

DUE DATES VS "DO" DATES

→ So much to do, so little time!

→ Not everything we do has a due date, but it is still required to get done or should get done to ensure we are running an optimized and efficient program!

4

4



5

HUD'S CALENDAR OF DUE DATES

- [Calendar of Due Dates | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)
- Lists items by program and also by FYE
- Provides links for guidance and forms where applicable
- Both a PDF version and an Excel version which can be downloaded and manipulated as needed

6

DUE DATES PER HUD'S CALENDAR

- VMS opens on the 4th of every month for every PHA
- VMS closes on the 22nd of every month for every PHA
- SEMAP Certifications are due 60 days after the PHA's FYE

NOT TWO MONTHS!

- PHA Plans and associated items (Non-qualified PHAs) are due 75 days before the beginning of the PHA's FY

7

7

OTHER ITEMS NEEDING "DO" DATES

- Monthly PIC reports
- Monthly EIV reports
- Two-Year Tool management and planning
- SEMAP and/or SEMAP Quality Control (QC)
- File reviews
- Management/ED/Board Reports

8

8

OTHER ITEMS NEEDING “DO” DATES

- Briefings
- Appointments (annual reexams, initial eligibility, zero income, etc.)
- Inspections (annual/biennial, reinspection, QC, etc.)
- Staff meetings
- Training
- HAP payments
- 1099s (1/31) and 1096 (2/28) submission annually

9

9

OTHER ITEMS NEEDING “DO” DATES

All other outstanding items

- ✓ RFTAs that need processed
- ✓ Portability
- ✓ Notifications
- ✓ Rent increase requests
- ✓ Assisted family questions
- ✓ Terminations/Grievances

10

10



WORKING WITH LANDLORDS

11

11

LANDLORD RELATIONSHIPS

- Without owners/landlords, our program does not exist!
- Communication with your landlords, new and old, is critical
- Some incentives are allowed and may help in recruiting new landlords and retaining current ones
 - ✓ PIH Notice 2022-18

12

12

IDEAS...

SCHEDULE TIME FOR YOUR LANDLORDS

- New landlord orientation
- Landlord Briefings
- Meetings
- Open office hours
- Outreach events
- Attending networking events
- Notifications
- Website and social media usage
- Assign a landlord point of contact

13

13

NEW LANDLORD ORIENTATION

Provide new or potential landlords with information on how to participate in the HCV program

New landlord orientations have the potential to:

- Increase recruitment
- Increase retention
- Improve responsiveness
- Minimize bureaucracy

14

14

CONSIDER TOPICS FOR CURRENT LANDLORDS LANDLORD BRIEFINGS/MEETINGS/OPEN OFFICE HOURS

→ FAQs

- ✓ Do you have something that seems to be stumping landlords across the board? Set up a briefing/meeting to discuss it

→ Documents

- ✓ RFTAs are typically confusing to landlords. Consider a briefing or meeting, or even a "how-to" video posted to your website

15

15

CONSIDER TOPICS FOR CURRENT LANDLORDS WHAT'S COMING?

→ NSPIRE will affect our landlords! Talk with them and prepare them now

- ✓ There are more life-threatening (LT) deficiency items than previously required for HQS
- ✓ Some of the inspection protocol (what the inspector must inspect and what must be present in the unit) is changing
- ✓ These changes may mean some abatements and HAP Contract terminations sooner than previously allowed

16

16

LANDLORD OUTREACH EVENTS

→ Providing information to current landlords and recruiting new landlords

Goals:

- Listening to issues and concerns
- Providing information about new programmatic or legal changes that will affect landlords
- Building and strengthening partnerships
- Recruiting new landlords

17

17

NETWORKING EVENTS

→ Reaching beyond HCV-centered events to find opportunities to provide outreach to current HCV landlords and recruit new landlords

- ✓ Housing industry group meetings
- ✓ Housing fairs
- ✓ Local landlord events
- ✓ One-on-one interaction
- ✓ Using PHA data and programs

18

18

WEBSITE & SOCIAL MEDIA

- Consider a landlord tab or page within your PHA's website
 - ✓ FAQs
 - ✓ Sample documents (RFTA, HAP Contract, Inspection book, etc.)
 - ✓ Landlord portal for completing documents, checking payments, seeing inspection results, submitting available unit information for posting, etc.
 - ✓ Links to HUD's Landlord resources

19

19

LANDLORD POINT OF CONTACT

Functions as a "one-stop shop" for landlords who is dedicated to:

- ✓ Interacting with the landlords
- ✓ Responding to inquires
- ✓ Conducting outreach
- ✓ Recruitment
- ✓ Inspection support
- ✓ Mediation
- ✓ Providing information

20

20

REDUCE LEASE-UP DELAYS LEADING TO LOST RENTAL INCOME

- Monetary incentives and reimbursement
- HCV landlord portal
- Inspections technology
- Inspections scheduling
- Administrative inspections flexibilities

21

21

PRINCIPLES OF RESPONSIVE LANDLORD CUSTOMER SERVICE

- Respond to inquiries in a timely manner
- Provide realistic timeframes
- De-escalation
- Understand the HCV program

22

22

LANDLORDS & STAFF

- Depending on your agency, your staff may deal with landlords as much as, if not more, than the management staff. They should be approaching those conversations, meetings, briefings, inspections, and any other point of contact times, understanding that the relationships we hold with landlords lead to a successful program
- Be sure your staff is always trained to answer questions, especially regarding completion of forms and helpful hints and tools for the landlords

23

23



24

24

SCHEDULE

- Check PIC SEMAP Reports monthly
- Check PIC errors/PIC Error Dashboard monthly
- File and other QC reviews at least quarterly

25

25

SAMPLE SIZE

- Use HUD's "Quality Control Sample" definition and table for SEMAP and SEMAP QC
- Not always the same Universe for each Indicator

| UNIVERSE | MINIMUM NUMBER OF FILES OR RECORDS TO BE SAMPLED |
|------------|--|
| 50 or less | 5. |
| 51-600 | 5 plus 1 for each 50 (or part of 50) over 50. |
| 601-2000 | 16 plus 1 for each 100 (or part of 100) over 600. |
| Over 2000 | 30 plus 1 for each 200 (or part of 200) over 2000. |

26

26



27

INDICATOR 1

SELECTION FROM THE WAITING LIST

- Perform a purge/update regularly (as determined by policy; usually monthly or quarterly)
- Review applicant file for documentation and accuracy during purge
- Review policy annually and ensure staff knows where it is located (Admin Plan)
- Train staff!
- Suggested Universe: The regulations state to use the number of admissions

28

28

INDICATOR 2

RENT REASONABLENESS (RR)

- Check during file reviews (monthly or quarterly)
- Be sure you have **CURRENT** documentation in the file
- Should have a RR form for every new lease-up, change of unit, rent increase request, and anytime an FMR decreases by 10%
- Study should be done annually if your PHA is doing RR comparisons in-house
 - ✓ If you outsource, it is still your responsibility to make sure the company doing the studies for the comparisons are being performed and all comparison numbers are current

29

29

INDICATOR 2

RENT REASONABLENESS (RR) *(continued)*

- Suggested Universe: Use the number of families assisted per 985.2b to calculate the number of files to sample. A conservative way to calculate the number of families assisted is to add the following: 1. Number of families assisted as of the first of the year; 2. Number of new admissions from the Waiting List; 3. Number of Port Ins, both billed and absorbed; 4. Number of new admissions from other programs that may bypass the Waiting List, such as Project Based Voucher, Family Unification, Mainstream, and disaster programs.

30

30

INDICATOR 3

DETERMINATION OF ADJUSTED INCOME (DAI)

- Check during file reviews
- Section 8 of the HUD-50058 form
- Verifications and documentation are key
- HOTMA will change our rent calcs and therefore how we determine DAI
 - ✓ Be sure any staff performing file reviews know dates and how to do HOTMA rent calc
- Suggested Universe: Same as RR

31

31

INDICATOR 4

UTILITY ALLOWANCE (UA) SCHEDULE

- Ensure study is done every 12 months
- Update all UA schedules if there is a 10% or more change
- During file reviews, be sure that all files have a current and accurate schedule
 - ✓ Accurate = compare RFTA table, HAP Contract table, inspection documentation, and UA schedule. Do they all match?
- No Universe. You are simply certifying that you have an up-to-date UA Schedule

32

32

INDICATOR 5

HOUSING QUALITY STANDARDS (HQS] QUALITY CONTROL (QC) INSPECTIONS

- Best practice to perform the QC inspections at least quarterly
- Make sure the inspections chosen for QC are covering a cross section of areas within the jurisdiction **AND** a cross section of inspectors

Suggested Manual Sampling Methodology

1. Pull a list of the Universe (units under HAP Contract for the FY). This list should be units inspected within the past 60 days if the QCI will be performed within the next 30 days.
2. Divide the Universe by the samples to be pulled
3. Highlight that number on the list
4. Number and pull the highlighted files for Quality Control

33

33

INDICATOR 6

HQS ENFORCEMENT

- Check during file reviews
 - ✓ Make sure that all deadlines were followed
 - ✓ Notifications are sent in the proper timeframes

34

34

INDICATOR 6

HQS ENFORCEMENT (*continued*)

- Use calendar reminders!
 - ✓ 24 hours for Life Threatening (LT) fails and 30 days for Non-life Threatening (NLT)
 - ✓ Schedule reinspection – **ALL** LT fails **HAVE** to be inspected within those 24 hours
 - ✓ Abate HAP when necessary
 - ✓ Terminate HAP Contract when necessary
- Suggested Universe: Use the number of failed HQS annual inspections in the last year

35

35

INDICATOR 7

EXPANDING HOUSING OPPORTUNITIES

- **ONLY** for metropolitan FMR areas!
 - Review the following as needed, but at least annually:
 - Maps
 - Briefing packets
 - Admin Plan
 - LL lists/information for searching families
- No Universe. Just certifying that your agency is actively attempting to help families find housing outside areas of poverty or minority concentration

36

36

INDICATOR 8

PAYMENT STANDARDS (PS)

- Ensure that your PS have been reviewed and updated within the Basic Range (or acceptable exception payment standards) at least annually
 - ✓ New PS should be effective no later than January 1 every year
- Review during file reviews
 - ✓ PS updated?
 - ✓ Correct PS used? (Year and size)
- No Universe: Just certifying that the agency is operating under PS that are in the Basic Range

37

37

INDICATOR 9

ANNUAL REEXAMINATION

- Check PIC SEMAP Report for this indicator monthly
- Follow-up and fix PIC errors/do reexams as needed
- Pull files that show up on the report to ensure that the reexam was completed and PIC to see if it was successfully submitted to PIC
- While a PHA is submitting a score for this indicator, the score will be corrected by HUD based on the percentage listed in the PIC Annual Reexamination report
- Suggested Universe: Use all Participants who should have received an annual reexamination during the fiscal year being reviewed

38

38

INDICATOR 10

CORRECT TENANT RENT CALCULATIONS

- Check PIC SEMAP Report for this indicator monthly
- Follow-up and fix PIC errors/recalculate and notify as needed
- Also check tenant rent calculations during normal file reviews and check PIC to see if the 50058 was successfully submitted to PIC
- HOTMA will change our rent calcs
 - ✓ Be sure any staff performing file reviews know dates and how to do HOTMA rent calc

39

39

INDICATOR 10

CORRECT TENANT RENT CALCULATIONS *(continued)*

- While a PHA is submitting a score for this indicator, the score will be corrected by HUD based on the percentage listed in the PIC Annual Reexamination report
- Suggested Universe: Use all families under HAP Contract during the fiscal year being reviewed

40

40

INDICATOR 11

PRE-CONTRACT HQS INSPECTIONS

- Check PIC SEMAP Report for this indicator monthly
- Follow-up and fix PIC errors/perform inspections as needed
- Verify inspection paperwork is in the file when doing file reviews
- While a PHA is submitting a score for this indicator, the score will be corrected by HUD based on the percentage listed in the PIC Pre-Contract HQS report
- Suggested Universe: Use all new admissions plus participants moving within jurisdiction

41

41

INDICATOR 12

PERIODIC HQS INSPECTIONS

- Check PIC SEMAP Report for this indicator monthly
- Follow-up and fix PIC errors/perform inspections as needed
- Verify inspection paperwork is in the file when doing file reviews
- While a PHA is submitting a score for this indicator, the score will be corrected by HUD based on the percentage listed in the PIC Periodic HQS report
- Suggested Universe: Use all families receiving an annual re-examination during the fiscal year being reviewed

42

42

INDICATOR 13

LEASE-UP

- There is a PIC SEMAP report for this, but PHAs cannot view it
- Review TYT monthly
- Board/ED report monthly
- Planning is key!
- While a PHA is submitting a score for this indicator, the score will be corrected by HUD based on the percentage listed in the PIC Lease-Up report (FO and FMC FA can view this)
- No Universe: this isn't a file-based indicator. You need to keep track of this monthly and adjust accordingly

43

43

INDICATOR 14

FAMILY SELF-SUFFICIENCY (FSS) ENROLLMENT & ESCROW ACCOUNTS

- Check PIC SEMAP Report for this indicator monthly
- Follow-up and fix PIC errors
- Verify FSS paperwork is in the file when doing file reviews
- While a PHA is submitting a score for this indicator, the score will be corrected by HUD based on the percentage listed in the PIC FSS report
- No Universe: just certifying to the number of mandatory slots filled and the number of FSS families with escrow balances

44

44



45

PIH INFORMATION CENTER (PIC)

- SEMAP Reports
 - ✓ QC as previously saw
 - ✓ Plan for coming months
 - Outstanding reexams
 - Outstanding inspections

46

46

PIH INFORMATION CENTER (PIC)

- Submitting 50058s
 - ✓ Agency should have a regular schedule for 58 submissions
 - ✓ Portability file 58s might deviate from that schedule in order to allow an IPHA/RPHA to get their information submitted to PIC timely. Don't wait until you are doing a submittal. If you receive a HUD-52665 that requires you, as an IPHA or and RPHA to act, do so quickly

47

47

PIC & THE PIC ERROR DASHBOARD

- You **MUST** fix fatal errors
 - ✓ Schedule time to do this or at least time to check to be sure it is done
- Anyone with access to PIC must at least login at least every 90 days!
- Check the PIC Error Dashboard regularly
 - ✓ The items showing on here need to be addressed one way or another before HIP and eVMS are fully implemented and used

48

48

PIC & THE PIC ERROR DASHBOARD

→ Why?

- ✓ PIC errors can affect funding levels. **WILL** affect funding levels once we move to eVMS
- ✓ SEMAP scores are also affected with PIC information

49

49

ENTERPRISE INCOME VERIFICATION (EIV)

→ Schedule monthly reports

- ✓ Deceased Tenants
- ✓ Immigration
- ✓ Identity Verification
- ✓ Multiple Subsidy
- ✓ Income Verification Tool (IVT)

50

50

ENTERPRISE INCOME VERIFICATION (EIV)

- Fix anything that needs to be fixed from these reports
- Staff performing interviews must run Income Reports and IVT reports for each annual reexam family
- Why?
 - ✓ Regulatory (PIH Notice 2018-18) – Must use EIV in its entirety

51

51

VOUCHER MANAGEMENT SYSTEM (VMS)

- Opens on the 4th, closes on the 22nd
- Reminder emails start around the 16th
- Schedule monthly. Make sure all financials are done, but don't wait too long. You want to give yourself plenty of time in case of problems with reports, internet, or the website itself
- Everyone should still be reporting to VMS, even if you have been onboarded to eVMS
- Why? VMS is used to determine funding – HAP and Admin Fees

52

52

VMS PRIOR MONTH CORRECTIONS (PMCS)

- You must do Prior Month Corrections anytime you have a change to a previously submitted month.
- Schedule these so they get done at least monthly when necessary
- You have to do these one at a time and you **MUST** put the correction in the month it belongs
- Why? "PHAs should enter adjustments/revisions as they are discovered to ensure accurate data is available at all times for utilization and budget projection purposes" (from VMS User's Manual)

53

53

TWO-YEAR TOOL (TYT)

- Should be in this at least monthly to help with planning
 - ✓ Financial
 - ✓ Voucher issuance
 - ✓ PS

54

54

TWO-YEAR TOOL (TYT)

- Pulls from both VMS and PIC to ensure most accurate data
- “The objective of the Two-Year Tool (TYT) is to analyze a PHA's utilization situation which includes running basic leasing and spending scenarios to better inform decisions going forward in an effort to optimize the program over a multi-year period.”

[PIH - Housing Choice Vouchers: Tools | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

55

55

TYT ADDITIONAL TOOLS

TOOL OF TOOLS (ToT) - COMBINATION OF TWO TOOLS

Payment Standard Tool (PST)

- ✓ “This tool helps a PHA determine the repercussions of potential future payment standard changes on both program costs AND participant rent burden.”

HCV Analysis Tool (HAT)

- ✓ “The output of the HAT is two-fold: 1) a PDF overview of a PHA's voucher program, including PHA-to-state and PHA-to-country comparisons (with a special two-page bonus PBV/RAD PDF where applicable) and 2) a “PIC Drill-Down” report that allows the user to analyze tenant-level data in PIC.”

56

56

TWO-YEAR TOOL (TYT)

- This is **NOT** a required tool...yet
 - ✓ HUD "strongly recommends" the usage of the TYT
 - ✓ Your Financial Analyst (FA) at your Financial Management Center (FMC) is viewing your TYT to ensure they are using the most accurate data for disbursements
- Why? We need to plan, especially now that proration WILL decrease; potentially substantially for HAP. There are also MANY PHAs in or nearing shortfall right now. There is likely not going to be enough money for every agency in the Set-Aside funds. If you have a lot of HUD-Held Reserve (HHR), you can expect an offset. Spending OR conserving...you HAVE to plan!

57

57

MONTHLY ED/BOARD REPORT

- Not a HUD Reporting Tool, but extremely helpful!
- Will keep you up-to-date on all facets of your program
- Helpful with any HUD reviews/audits
 - ✓ SEMAP
 - ✓ VMS
 - ✓ CCMR
- Use in conjunction with TYT to hopefully maximize utilization and/or stay out of shortfall

58

58

MONTHLY ED/BOARD REPORT

- Why? Planning and program knowledge
- Can help show if there are staffing needs or training needs
- Can help with planning and scheduling
 - ✓ Need to issue vouchers?
 - ✓ Need to schedule any extra briefings?
 - ✓ Need to do a purge?
 - ✓ Need to make contact with current searching families?
 - ✓ Need to contact a RPHA about the status of a port-out?

59

59



**STAFF
DEVELOPMENT
& WHAT IS
COMING**

CONSIDERATIONS
& HOW TO BE PREPARED

60

60

ONGOING STAFF NEEDS

- You will clean data and needs from file reviews, SEMAP QC, and these HUD tools
 - ✓ Does your staff need training on a specific topic?
 - ✓ Is that training something that should be external or internal?
- Hold at least monthly staff meetings
 - ✓ Good communication = everyone on the same page and working as a team
 - ✓ What does your staff need from you? How can you help?

61

61

HOUSING INFORMATION PORTAL (HIP)

- Will replace PIC
- Cloud-based and will work through your software
- Will only accept the new HUD-50058
 - [Microsoft Word - HUD-50058 Family Report - 83c - 20240212 final.docx](#)
- Fatal PIC errors need to be fixed. Use that PIC Error Dashboard!
 - [Inventory Management System \(IMS\)/ PIH Information Center \(PIC\) Error Dashboard | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

62

62

HIP & STAFFING

!! HAVE A PLAN READY !!

Now

- ✓ Do you need extra staff/need extra time to fix fatal errors?

Coming

- ✓ Migration will start with a 6-8 week "dark" period
 - Everything done during this period needs to be on the new 58
 - Does your staff know what is changing?

63

63

HIP & STAFFING

!! HAVE A PLAN READY !!

- Once migration is final, all files will need to be checked
 - ✓ The files will need to be submitted and verified
 - ✓ Make sure you have staff assigned and ready to do this
 - ✓ Do you need extra staff to get this done while still keeping up with "current" work?

64

64

HOUSING OPPORTUNITIES THROUGH MODERNIZATION ACT (HOTMA)

- Notification requirements
- New rent calculation measures, both regulatory and discretionary
- This will lead to changes in verifications during interviews
- Also new PBV and HCV specific Final Rule (May 7, 2024)

[HOTMA Resources | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

65

65

HOTMA & SEMAP

- DAI will be affected by HOTMA
 - ✓ Timelines for annual reexams
 - ✓ Interim reexaminations and how they affect annuals
 - ✓ Income inclusion and exclusion definition changes
 - ✓ New elderly/disabled allowance **(SHOULD NOT BE USING YET)**
 - ✓ Elderly/disabled and dependent allowances potentially change with inflation
 - ✓ New medical/disability threshold
 - ✓ Medical and childcare allowance hardships

66

66

HOTMA & SEMAP

- Could affect Correct Tenant Rent Calculations
- Correct Payment Standards

67

67

HOTMA & STAFFING

- Does your staff need training?
 - ✓ Those who interview
 - ✓ Those who calculate
 - ✓ Those who perform file reviews
 - ✓ Those who perform SEMAP QC and annual/biennial SEMAP information gathering and submission
- Everyone listed above should know what is needed for calculations and how to calculate both the "current way" AND the "HOTMA way"

68

68

HOTMA & STAFFING

SEMAP SPECIFIC

All file reviewers and anyone involved with SEMAP QC and SEMAP submission need to know

- ✓ What date did your PHA migrate to HIP and become HOTMA Compliant?
- ✓ What the PHA chose as discretionary HOTMA measures
 - Safe Harbor
 - EIV for interims
 - Reporting policies
 - Asset limitation
 - Hardship policies
 - Permissive Deductions

69

69

HOTMA & STAFFING

SEMAP SPECIFIC

Anyone gathering SEMAP QC or SEMAP submission information must know:

- ✓ Your PHA's implementation effective date
- ✓ If the correct calculation was performed based on that implementation date
- ✓ BOTH ways of calculating because, depending on the agency's FYE date, the HOTMA implementation date, and the family's annual reexamination date, there will likely be two different calculations for at least one year of SEMAP
- ✓ Ensure that all proper documentation for DAI is in the file and that DAI was performed correctly

70

70

ENTERPRISE VOUCHER MANAGEMENT SYSTEM (eVMS)

- Will be cloud based like HIP
- Will link to HIP (currently linked to PIC for those agencies that have already started)
- Per the eVMS site, eVMS will perform the following functions:
 - ✓ Automatically calculate housing assistance payments (HAPs) using the family-level data that PHAs already submit to HUD via the HUD-50058
 - ✓ Calculate and track administrative fees across all voucher programs
 - ✓ Make it easier for PHAs to make voucher issuance and other program decisions by providing a daily view of PHA funding balances

71

71

eVMS & STAFFING

- Fix your PIC errors
 - ✓ Once we are fully utilizing eVMS, **ALL** funding will be determined by 58 submissions

72

72

eVMS & STAFFING

Start planning now for EOM submissions

- ✓ 4th of the month – PHA reviews PIC Error Dashboard
- ✓ 15th of the month – PHA reviews 58 family data
- ✓ 21st of the month – 58 data is locked down. Monthly disbursement amounts are finalized for the following month.
 - Example: On July 21st, the data is locked down for the August disbursement file
- ✓ 22nd of the month – 58 data is used to begin calculations for the next month
 - Example: On July 22nd, the calculation begins for the August disbursement

73

73

eVMS & STAFFING

| Deadline* | PHA Best Practice |
|---|---|
| 1 st through 19 th of the Month | PHAs complete 50058 submissions and submit to PIC and/or HIP |
| Weekly | PHA should review and verify the corrections no longer appear on the PIC Error Dashboard |
| 15 th of the Month | PHAs complete all 50058 submissions and corrections to PIC and/or HIP errors |
| 18 th of the Month | PHA's final check of the PIC Error Dashboard to ensure all corrections have been accepted |
| 19 th of the Month | PHA submits all 50058s to PIC and/or HIP |

74

74

EVMS & STAFFING

- Prepare now for any changes in procedures from what you are currently doing
 - ✓ Information will be gathered earlier than most PHAS normally send it to PIC
 - ✓ While eVMS will “catch up” month over month, it is still a good idea to update your schedules and submission timeframes
 - ✓ There are a lot of changes coming. Controlling the things you can control now, like scheduling interviews and performing calculations earlier than normal, will be helpful in minimizing the impact of the things you cannot control

75

75

COMPREHENSIVE COMPLIANCE MONITORING REVIEWS (CCMR)

- Performed by a Field Office (FO) monitoring team through the Office of Public and Indian Housing (PIH)
- A review to determine if the agency complies with program requirements and regulations
- Primary focus is compliance across all programs
- They review **ALL** policies and procedures, many of which you have to send ahead of the onsite visit
- They will interview staff and assisted families to determine compliance with those policies and procedures

76

76

CCMR & STAFFING

- Consistent file reviews and SEMAP QC will definitely help any agency to determine if they should review and update policies and procedures
 - ✓ If it is too confusing, staff will all be doing it differently
 - ✓ Training will help, but updating the policy (where applicable) might be more beneficial
 - Example: preferences for applications

77

77

CCMR & STAFFING

- Review all policies and procedures
 - ✓ Ask staff during those meetings if there are any that are confusing or troublesome
- Written Standard Operating Procedures (SOPs) are strongly suggested
 - ✓ Step-by-step processes, including regulatory and discretionary measures set by the PHA, for all reoccurring tasks

78

78

CCMR CONSIDERATIONS & STAFFING

- Are all of your policies up-to-date?
 - ✓ Compliant with all current regulation
- Do you have *written* procedures?
 - ✓ “We’ve always done it that way” is not a procedure

79

79

CCMR CONSIDERATIONS & STAFFING

- Do you have proof of adopted COVID Waivers?
- Does your staff know where to find the policies and procedures that apply to their job?
- And are they **following** those *written* policies and procedures?

80

80

PLAN, PREPARE, REVIEW COMMUNICATE, AND TRAIN!

Doing these things will help your program to be efficient, effective, and successful!

81

81



82

82

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83

83