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# **New Executive Directors Start-Up/Training Guide**

**Milwaukee Office of Public Housing  
U.S. Department of Housing and  
Urban Development  
310 W. Wisconsin Avenue Suite 950W  
Milwaukee, WI 53203**



**DEPARTMENT  
OF  
HOUSING  
AND  
URBAN  
DEVELOPMENT**

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# Welcome New Executive Director

Welcome to Public Housing. The Milwaukee Public Housing Field Office is excited to work with you as you navigate managing the operations of your housing authority.

While you report directly to the board of directors of your housing authority, we are here to assist you with accessing and understanding HUD systems, provide guidance in housing management, financial operations, and other aspects to allow you to successfully operate your housing authority.

*“HUD’s mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers; meet the need for quality affordable rental homes; utilize housing as a platform for improving quality of life; build inclusive and sustainable communities free from discrimination and transform the way HUD does business.”*

We have created this guide to help you get started. Your assigned Portfolio Management Specialist (PMS) will be contacting you to assist you in this effort. **Please feel free to contact your assigned PMS:**

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I am also available should you have any additional concerns or questions.

**Shirley Wong, Director**

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# STATEMENT FROM THE DIRECTOR

New executive directors of public housing authorities (PHAs) are public officials who are bound by state and Federal rules, laws, and regulations covering ethical leadership, daily operations, and more. The Milwaukee HUD Office of Public Housing is staffed specialists who monitor and provide technical guidance to PHA Executive Directors (ED) and their staffs. The position of ED is complex and administering HUD programs can be challenging. The PHA contract with HUD, the Annual Contributions Contract (ACC) demands PHA cooperation. Our office expects a collaborative relationship with you so that your program delivery meets the Department's standards. Our office will support you and your team to successfully carry out your mission to provide stable, affordable, and well-maintained housing to your clients. We prioritize your success.

The HUD – PIH Milwaukee Field Office has oversight of 115 housing authorities in Wisconsin. PHAs provide more than 44,000 units across the state for eligible public housing residents and voucher participants. So, you are part of a network of PHAs across the State of Wisconsin. We want to bring to your attention the Wisconsin Association of Housing Authorities (WAHA), which provides you the opportunity to collaborate with and learn from your peers.

Your PHA board serves an important role. The board adopts policies, hires, and supervises you, and is accountable to HUD for the PHA's financial sustainability and program success. It is critical for you as the Executive Director and the board to understand the roles that each play. The ED and staff are responsible for the day-to-day administration and operation of the PHA. The board is responsible for governance, such as setting policy and financial oversight.

Your board should have the best interest of the PHA in mind. It cannot act beyond the scope of its authority and board business must be transparent. Board members are not to be influenced by personal or political interests. Individual board members cannot act unilaterally – the board makes decisions as a unit. A PHA board member is a public official under the Housing Authority Law of the State of Wisconsin and the Wisconsin Ethics Commission, as are you (<https://ethics.wisconsin.gov/law.aspx>).

Finally, your board is expected to be committed to the PHA's goals, be curious and ask questions, evaluate your performance, and have a sincere interest in improving the quality of life for your clients. It is an important part of your job to work with the board to ensure proper and effective governance.

The role of the Office of Public and Indian Housing (PIH) is to ensure safe, decent, and affordable housing; create opportunities for residents' self-sufficiency and economic independence; and assure the fiscal integrity of all program participants. We could not do this without our partners and stakeholders. Thank you for your commitment to housing eligible families, and for your anticipated cooperation with HUD's Milwaukee Field Office team. We wish you the best in your new position.

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# REGISTERING AND ACCESSING HUD SYSTEMS

As the Executive Director, you will use many tools to allow you to manage your housing authority. Some of the tools you will use are within HUD's systems. In this section, we will provide information on HUD systems that you will need to submit reports, draw funds, manage your PHA's information, etc. There may be other systems going forward and your Portfolio Management Specialist can help guide you with additional systems that apply to your agency.

**In this guide, you will gain access to the following systems:**

- **Secure Systems (also known as REAC or WASS):** HUD's gateway system to all other systems.
- **Information Management System/PIH Information Center (also known as IMS/PIC or PIC):** Public Housing Inventory Management System
- **eLOCCS (Electronic Line of Credit Control System):** This is HUD's main funding system.
- **EPIC (Energy Performance Information Center):** This is the system where you will manage the activities of your PHA's Capital Fund Program and capital budget.
- **HEROS (HUD Environmental Review Online System):** HEROS provides a comprehensive online system for developing, documenting, and managing environmental reviews from a single, electronic portal.
- **EIV (Enterprise Income Verification System):** EIV provides a comprehensive online system for determination and verification of resident information and income that PHAs use in determining rental subsidy.
- **Operating Fund Portal:** This is HUD's system used to calculate Operating Funds for PHA's, which is ultimately obligated into eLOCCS.

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# Web Access Secure Systems (WASS)

HUD's *Real Estate Assessment Center (REAC)* also known as *Secure Systems* or *Web Access Security Subsystem (WASS)* (the names are used interchangeably) is the gateway system for several HUD systems. Once you have access to WASS, you will be able to access several other systems that are integral to your daily management of the housing authority.

PIH-REAC Online Systems - (you **MUST** have WASS access prior to applying for system access for any of the following):

- Enterprise Income Verification System (EIV)
- Financial Management Assessment System - Public Housing Agency (FASS-PHA)
- Integrated Assessment Subsystem (NASS)
- Inventory Management System/PIH Information Center (IMS/PIC)
- Management Operations Certification (MASS)
- Physical Assessment Subsystem (PASS)
- Quality Assurance Operations (QASS)
- Voucher Management System (VMS)
- Operating Fund (OFND)

**NOTE:** *When the Executive Director is in contact with REAC TAC for access to WASS, ensure that their assignment role is a "User" and not a "Coordinator", unless they are having other individuals assigned under them gaining access to eLOCCS, then they can keep the "Coordinator" status as a "Dual User".*  
*(If you are a small PHA, CFO Security's states you should add your Fee Assistant or Maintenance person with just Query status, which allows the ED to stay as a Coordinator)*

To gain access to WASS, you will need to apply for WASS ID, or M ID. Please click on the following link (bookmark this site so that you can easily return to it. You will use this site often):

<https://www.hud.gov/react>

When you go to the link above, you will first need to complete your registration. Click "Register Online" as shown in the screenshot below. Next, select "Public Housing Agency" as shown in the graphic on the next page.

## System Login

1

Existing users: Login here

Need to access HUD systems? **Register** online

Forgot Password? Password Reset

Note: Password reset will require you to provide exact information from your original registration

## NEED A USER ID?

Complete [registration instructions](#) are available, or go directly to the appropriate secure connection registration form.

▸ Multifamily Housing Entity

▸ **Public Housing Agency**

▸ Independent User

▸ Reverse Auction Program (RAP)/Office of Native American Program (ONAP) Users

**NOTE:** If you are in the process of becoming a UPCS certified inspector, you should not apply for this user ID.

2

Complete the online form in its entirety. Below are some helpful hints:

- **Application Type:** You can select to be either a **Coordinator** or a **User**. Small PHA's usually only have one Coordinator while large PHA's usually have two. If you select Coordinator, you will have the responsibility of assigning roles, retrieving new ID numbers, terminating access, etc.
- **Organization ID:** This is the PHA Code. See the fact sheet for your PHA Code.
- **Password:** Please ensure you record your password. If you do not and you do not remember it, HUD does not store your password. You will have to contact the REAC Technical Assistance Center (TAC) to reset it. REAC TAC: 1-888-245-4860

Once you submit the application, HUD will send you notification that you have been granted access. If you applied to be Coordinator your M ID and password will be mailed to you within 7-10 business days in unmarked envelope. If you applied to be a User your M ID and password will be emailed to your Coordinator within 2-3 days of your application. Your Coordinator can also look up the M ID in WASS User Maintenance.

- Read the Secure Connection and Secure Systems User Guides:  
[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/reac/products/wass/wass\\_user\\_manual](https://www.hud.gov/program_offices/public_indian_housing/reac/products/wass/wass_user_manual)
- Review Frequently Asked System Questions:  
[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/reac/support/faq/techfaqs](https://www.hud.gov/program_offices/public_indian_housing/reac/support/faq/techfaqs)



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# How to Log Into WASS

- 1) Log onto [www.hud.gov/react](http://www.hud.gov/react)
- 2) On the left-hand side, in the red box, click “Online Systems”
- 3) On the right-hand side, click “Log In Here”
- 4) The User ID is your M ID (a.k.a. WASS ID)

## What are WASS roles and actions?

- **Roles** are functional positions that are used to categorize Users.
- **Actions** define what rights and privileges Users can do in terms of one or more systems.
- Your WASS Coordinator assigns the roles and actions to you. These roles and actions will determine what systems you have access to and what privileges you have as a User.

## Assigning Roles in WASS

These instructions cover how the **Coordinator** can assign access to various systems through WASS. **Coordinators may only assign roles THEY HAVE ALREADY ASSIGNED TO THEMSELVES.** Please verify the Coordinator has all the roles below BEFORE attempting to assign roles to another user. Coordinators can verify their roles by following steps 1-4 below. If they are missing roles, continue with the remaining steps before starting over to assign to the new user. Use the below instructions to assign the following roles:

EIV External User – **PIH – EIV**

Executive Compensation User – **EXCOMP-EUR**

FASS PHA Analyst – **FASPHA-FIA**

FASS PHA Director – **FASPHA-PID**

FASS PHA Submitter – **FASPHA-SMT**

LOCCS Administration – **LOCCS-ADM**

LOCCS Query – **LOCCS QRY**

NASS PHA Coordinator – **NASS-PHC**

NASS PHA Request – **NASS-PHR**

Operating Fund PHA Executive Director – **OFPIH-OPD**

PASS EHS Edit – **PASS-EEE**

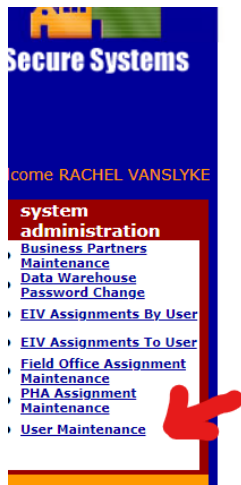
PASS EHS Mitigator – **PASS-EHM**

PASS Physical Inspection Viewer – **PASS-PIV**

Voucher Management System Utilization and Expense Data Submitter – **VMS-UDE** (ONLY FOR PHA'S WITH HCV PROGRAM)

**NOTE:** If the Coordinator is unable to assign roles to themselves, they will need to first assign ACTIONS to themselves (this step is normally completed by REAC). ONLY COORDINATORS SHOULD HAVE ACTIONS. If the Executive Director is not a Coordinator in Secure Systems, they should not get actions. Instructions for how to add ACTIONS (if necessary) will be found below the role assignment instructions below.

- 1) Log into the Secure Systems Portal and select "User Maintenance."



- 2) Enter your User ID and click "Search for User".

Search by User ID	
To search for a User by User ID, enter a User ID and then click the "Search for User" button.	
User ID	MBZ <a href="#">What's This?</a>
(S)earch for User	

- 3) Under "Choose a Function", select "Maintain User Profile – Roles" from the dropdown list.

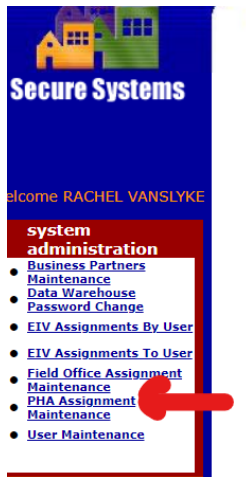
First Name	[REDACTED]
Middle Initial	[REDACTED]
Last Name	[REDACTED]
User Status	Active
Coordinator	Yes
User Type	PHA User/Business Partner
Choose a Function	
Maintain User Profile - Roles	

Submit    Cancel

- 4) The list below is limited and does not show all the systems. The Coordinator will have access to assign all roles THEY have access to. If the Coordinator CANNOT assign a role, they need to make sure that role is already assigned to themselves first prior to assigning to anyone else. Check all the required roles listed above and click "Submit".

First Name	[REDACTED]
Middle Initial	[REDACTED]
Last Name	[REDACTED]
User Status	Active
Coordinator	Yes
User Type	PHA User/Business Partner
<b>Please check/uncheck boxes to assign/unassign roles to the user</b>	
Disabled roles cannot be unassigned until they are removed in the appropriate Assignment Maintenance screens	
<a href="#">EIV</a>   <a href="#">PIC</a>   <a href="#">PICTST</a>	
<b>EIV - Enterprise Income Verification</b>	
<input type="checkbox"/>	CAC - EIV - MF - Contract Administrator Coordi
<input type="checkbox"/>	CAU - EIV - MF - Contract Administrator User
<input checked="" type="checkbox"/>	EIV - PIH - EIV - External User
<input type="checkbox"/>	HSC - MF - EIV - Housing Coordinator
<input type="checkbox"/>	HSU - MF - EIV - Non-HUD User
<input type="checkbox"/>	DWD - EIV_STAGING Data Warehouse
<input type="checkbox"/>	DWE - EIV Data Warehouse
<b>PIC - PIC System</b>	
<input checked="" type="checkbox"/>	PIC - PIC Generic
<b>PICTST - PIC Test System</b>	
<input type="checkbox"/>	PTS - PIC Test

5) Next, you need to go into PHA Assignment Maintenance from the left Menu.



6) Enter your PHA Code (WI \_ \_) and your user ID (you can leave the other boxes alone) and click submit.

### PHA Assignment Maintenance

Please enter a User ID

User ID

Choose a Function:  
Assign PHA

For Assign PHA, provide one of the following:

PHA ID

State

If selected criterion is State, sort by  
PHA ID

- 7) Select all the roles on the Role Description List (they will turn blue, then gray as shown below) and also select the housing authority from the bottom list. Then click Submit.

Choose a Role:

Role Description (System ID - Role Code)

PHA Request (NASS - PHR)
PHA Submitter (FASPHA - SMT)
PIH - EIV - External User (EIV - EIV)
Physical Inspection Viewer (PASS - PIV)
Query (LOCCS - QRY)

Choose at least one PHA:

PHA ID - PHA Name


OK044 - Housing Authority of the City of Hu
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- 8) A confirmation page will ask you to confirm that you are assigning the PHA role to the listed user. Select Confirm.

PHA ID	PHA Name
<input type="text"/>	Housing Authority of the City <input type="text"/>

## Assigning Actions to the Coordinator in WASS, if necessary

- 1) Follow steps 1-2 from the instructions *Assigning Roles in WASS*.
- 2) Under "Choose a Function", select "Maintain User Profile - Actions" from the dropdown list.




User Information	
User ID	[REDACTED]
First Name	[REDACTED]
Middle Initial	[REDACTED]
Last Name	[REDACTED]
User Status	Active
Coordinator	Yes
User Type	PHA User/Business Partner
Choose a Function	
Maintain User Profile - Actions	

Submit Cancel

- 3) Go through the list of systems and assign the “COR – Coordinator” Action for each system and press “Assign”. (Note – you will have more systems that are showing on the screenshot.)

Please check/uncheck boxes to assign/unassign actions to the user

[EIV](#) | [PIC](#) | [PICTST](#) | [PRMT](#)

EIV - Enterprise Income Verification	
<input checked="" type="checkbox"/>	COR - Coordinator 
<input type="checkbox"/>	EIV - EIV Access
<input type="checkbox"/>	SMN - System Maintenance
<input type="checkbox"/>	UCE - User Certification
<input type="checkbox"/>	UCR - User Certification Report
<input type="checkbox"/>	UMT - User Maintenance
<input type="checkbox"/>	VAR - View Audit Reports
<input type="checkbox"/>	VIR - View Income Reports
PIC - PIC System	
<input type="checkbox"/>	ADM - Administration
<input checked="" type="checkbox"/>	COR - Coordinator 
<input type="checkbox"/>	PIC - PIC Access
<input type="checkbox"/>	SMN - System Maintenance
PICTST - PIC Test System	
<input type="checkbox"/>	ADM - Administration
<input checked="" type="checkbox"/>	COR - Coordinator 
<input type="checkbox"/>	PTS - PIC Test Access
PRMT - Portfolio Risk Management Tool	
<input type="checkbox"/>	ADM - Administration

Assign/Unassign Actions  Cancel

- 4) Proceed with assigning Roles.

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# Information Management System/PIH Information Center

The Information Management System (IMS/PIC or PIC) is responsible for maintaining and gathering data about PIH's inventories of PHAs, tenants, developments, buildings, units, HA Officials, HUD Offices and Field Staff and IMS/PIC Users. **PIC contains data protected by the U.S. Privacy Act – clients' names, SSNs, addresses, income, etc. The PIC Security Administrators at the PHA must ensure that ONLY the employees that NEED access to this private data have PIC access. Users must keep the PIC data PRIVATE, and every time they log onto PIC they “sign” a release stating that they will keep the data private or risk criminal penalties.**

PIC has Modules and Sub-modules. The module discussed in this section is the PIC Maintenance Module and more specifically the Security Administration Submodule. PIC Security Administrators will assign roles in each of the modules and submodules. They are listed below:

- PIC Maintenance
  - User Profile
  - Security Administration
- PIH Information
  - SEMAP
- Housing Inventory
  - Housing Agency
  - Development
  - Inventory Removals
- Executive Summary
- Form 50058
  - Submission
  - Viewer
  - Reports
  - Tenant ID Management
- Ad hoc
  - Form 50058 Adhoc Report
  - HA Query Report
- PIC Downloads
  - Building and Unit Data

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## Please provide the following information by email to:

[diana.l.schultz@hud.gov](mailto:diana.l.schultz@hud.gov)

*(NOTE: The PHA Administrator can grant access to PIC. Only small PHAs with limited staff need HUD to assist in PIC access.)*

- Full Name
- PHA Code
- Effective date as Executive Director
- M#
- Telephone Number
- Email address

**Once you are notified your PIC account has been established, your next step is to update the PHA contacts in PIC to reflect your information as the Executive Director. It is also where you will update any board members and their information. HUD readily pulls data from the PIC system for various things. It is important that the HA contacts in PIC remains current. Instructions on how to make those updates can be found here:**

[https://www.hud.gov/sites/dfiles/PIH/documents/HA\\_Contacts\\_Instructions.pdf](https://www.hud.gov/sites/dfiles/PIH/documents/HA_Contacts_Instructions.pdf)

## PIC Security Administrators

- 1) Each HA is recommended to have two (2) PIC Security Administrators.
- 2) The PIC Security Administrators can give PIC access to any employee that needs it.
- 3) It's helpful to use the "PIC PHA Access Authorization" form within your own HA. Someone who knows PIC well and knows what the staff person will need to do in PIC can fill out the form, sign and date it, and give it to the PIC Security Administrator.

[https://www.hud.gov/sites/dfiles/PIH/documents/PIC\\_Security\\_Administration.pdf](https://www.hud.gov/sites/dfiles/PIH/documents/PIC_Security_Administration.pdf)

## How the WASS Coordinator provides PIC access in WASS

- 1) PIC must be assigned and set up by Coordinator (and PIC Security Administrator)
- 2) Log into WASS/Secure Systems
- 3) Click on User Maintenance under System Administration
- 4) Find the User and click on User ID
- 5) Select Maintain User Profile-Roles from drop down
- 6) Check the box for PIC-PIC Generic and Assign Roles
- 7) Click on PHA Assignment Maintenance
- 8) Enter the User ID, select Assign PHA, enter PHA ID, click submit
- 9) Select/highlight the Role and the PHA and click submit
- 10) Set up as New User in PIC system

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## How the PIC Security Administrator Assigns Rights to a PIC User

- 1) Log onto WASS
- 2) Click on “PIC”
- 3) Click “Security Administration”
- 4) On the right-hand side of the page, click “Add New User”
- 5) Fill in the page.

Then, focus on the “Module” and “Submodule” drop-down boxes in the middle of the page. Click on them and assign the roles. A PIC User should not have more than ONE role assigned per PIC Sub-module.

## What to Do When an Employee’s PIC Access has Expired

- 1) The PIC Security Administrator logs onto WASS, clicks on “PIC”, and clicks “Security Administration”
- 2) Half-way down the page, on the left, you’ll see “Select User Status”. Change the drop-down box to “Inactive”.
- 3) Click on the client’s WASS ID in the list of PIC Users at the bottom of the page.
- 4) On the right-hand side, click “Modify User”.
- 5) In the Expiration Date box, type in a date roughly 1-2 years in the future.
- 6) Change the “User Status” to “Active”.
- 7) Click “Save”.

## What to Do If a User Cannot Login to PIC

- If you login into WASS successfully with your M Number, but when you click the PIC link and get the error message, “Login failed for WASS User ID:”
  - It means, the WASS user ID has been set up in WASS, but the WASS User ID has not been set up in PIC. Contact your PIC Coach
- If you login into WASS with our M Number, but only see PIC “User Profile:”
  - It means, your PIC Security Administrator (some at your PHA) has set up your WASS User ID in the PIC systems, but no PIC roles have been assigned. Please contact your PIC Security Administrator. If you do not know your PIC Security Administrator (or do not have one), please contact your PIC Coach

## What to Do When a User No Longer Needs PIC Access

- 1) The PIC Security Administrator logs onto WASS, clicks on “PIC”, and clicks “Security Administration”
- 2) Click on the client’s WASS ID in the list of PIC Users at the bottom of the page.
- 3) On the right-hand side, click “Modify User”.
- 4) In the Expiration Date box, type in today’s date. Below that, click “Active Indicator – No”. Click “Save”.



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## Helpful Links:

PIC User Manuals

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/systems/pic/userguides](https://www.hud.gov/program_offices/public_indian_housing/systems/pic/userguides)

PIC Job Aids

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/systems/pic/ts](https://www.hud.gov/program_offices/public_indian_housing/systems/pic/ts)

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# Electronic Line of Credit Control System (eLOCCS or LOCCS)

The Line of Credit Control System (LOCCS) is the U.S. Department of Housing and Urban Development's primary grant disbursement system for most HUD programs including **Operating Fund – OFND** (funds provided to a PHA for normal operating expenses), **Capital Fund - CFP** (funds provided to a PHA to care for the capital needs of a PHA), and **Resident Opportunity and Self-Sufficiency – ROSS** (competitive grants for ROSS and FSS programs, which provide funding for supportive services coordinators).

eLOCCS has its own security registration process requirement due to its sensitive financial nature. The registration determines what type of access the user will receive in eLOCCS, which is separate from the Secure Systems registration, but only one ID/password, the Secure System's ID/password, is needed to access and sign into Secure Systems and eLOCCS. **You must complete the Secure Systems' registration before the eLOCCS registration.**



**As the executive director, you can sign up with eLOCCS as either the approving official or a user.**



**You cannot be both the approving official and a user in the system.**

## User Access:

[Form HUD 27054E](#) – eLOCCS Access Authorization Form is accessible in the PDF document above this paragraph. Please complete the form exactly as instructed below. HUD's LOCCS Security office will not process your form if not completed correctly.

## 27054E INSTRUCTIONS

**(This is a fillable form. You can type directly into the form on your computer.)**

- **Block 1:** Type of Function: Select "New User" for all new users
- **Block 2a:** Enter your M# (you must have received your M# to complete this form)
- **Block 3:** Complete this section entirely. **DO NOT USE THE PHA'S GENERIC EMAIL ADDRESS. YOU MUST USE YOUR OWN PERSONAL EMAIL ADDRESS.** or the form will be rejected by LOCCS Security.
  - An Executive Director can use their PHA email address, as long as it's not generic (i.e. Director@anytownha.org). It has to be more specific to the person requesting access (i.e. jdoe@anytown.org, or jane.doe@anytown.org, or doej@anytown.org). They can use their personal email if they wish.
- **Block 4:** enter the number 1. Most PHA's will only attach the second authorization page.
- **Block 5:** New user signature and date.

- 
- **Block 6:** Authorizing official to complete entirely. The authorizing official ***must enter their own personal email address. If they do not have one, they must obtain one.*** If the authorizing official does not have an M#, the authorizing official must apply for an M# first.
  - **Block 7:** The authorizing official must sign this document in front of a notary. The notary must date the form the same date as the authorizing official's signature or LOCCS security will reject the form.
    - **COVID NOTE:** If the authorizing official cannot sign in front of a notary due to health and safety concerns surrounding COVID, please let us know and we will provide you with an alternative means for the authorizing official to certify their signature.

**PAGE 2 (AUTHORIZATION PAGE) – Must be completed and submitted with the first page or the form will be rejected.**

- **Block 9:**  
**Reason:** Enter “New User”  
**Tax ID:** Enter the PHA’s federal tax ID number.  
**Organization name:** Enter the PHA’s name (example: Anytown Housing Authority)  
**Program Area:** OFND **Program Name:** Operating Fund Program  
**Program Area:** CFP **Program Name:** Capital Fund Program  
  
**Enter “D” for both programs.** This will allow the new user to draw funds for the PHA. The only time a PHA will enter Query is if the PHA has a user whose function is only to review the information and not draw funds.
- **Block 10: DO NOT COMPLETE BLOCK 10.** This section can be used if the requestor is requesting access to multiple PHA/Tax ID that aren’t Multifamily Accounts. They have to be Public Housing Accounts to be eligible for this request.
- **Block 11a:** New user initial and date
- **Block 11b:** Authorizing official initial and date.

For instructions on how to register in Secure Systems to access eLOCCS, please refer to the **eLOCCS Registration Guide:**  
<https://www.hud.gov/sites/dfiles/CFO/documents/eLOCCSRegistrationGuideSEPTEMBER2019.pdf>

For examples of eLOCCS screens, functions, and navigation, please refer to the **eLOCCS Getting Started Guide:**  
<https://www.hud.gov/sites/dfiles/CFO/documents/eLOCCS%20Getting%20Started%20Guide%20February%202018.doc>

**Once the form is completed, please mail both pages to your: Portfolio Management Specialist and our Subject Matter Expert (SME): [richard.k.beatty@hud.gov](mailto:richard.k.beatty@hud.gov) for processing.**

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Your portfolio manager will review the form. If correct, the Portfolio Management Specialist will complete block 8 and initial and date block 11c on page 2 and submit to LOCCS security. LOCCS Security will then review the form and update the information in the system. You will be notified by LOCCS security of when your access to LOCCS security is available.

## **Approving Official:**

On the letterhead of the organization, the new approving official is to send to the OCFO Security Office the following:

1. **Name and Title** (Please note that the new approving official should be the CEO; BOARD OFFICER and/or of higher authority than the LOCCS user) of the new approving official. "SECURE SYSTEMS 'M" ID as COORDINATOR, daytime telephone and address of the new approving official and an e-mail address specific to the Approving Official.

\*\*\* **"Interim/Acting" Titles Are Not Recognized by Our Auditors:** Please Use a Permanent Official

2. **Name of the previous approving official.** (Name Only, Do Not List 'M" ID)

\*\*\* The new approving official is prohibited from using the Secure Systems User ID, and Password of the previous approving official.

3. **List the existing users** (Name Only, Do Not List 'M" USER ID) so that we may change Approving Officials.

4. **Sign, date and notarize the new approving official's signature.** (Notary must be different from user and new Approving Official; the ONLY signatures needed are new official and notary.)

5. **Fax to: 202/708-4350**, Office Telephone 877/705-7504 before 4 pm Eastern time. Then mail original to:

**U.S. DEPT. OF HOUSING AND URBAN DEVELOPMENT  
451 7<sup>TH</sup> ST, SW RM 3114-LOCCS SECURITY OFFICE  
WASHINGTON DC 20410**

6. **Email a copy of the Letter to your POC at the LOCAL HUD Office.**

Reference: [https://www.hud.gov/program\\_offices/cfo/loccs/guidelines](https://www.hud.gov/program_offices/cfo/loccs/guidelines)

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# The Energy Performance Information Center (EPIC)

The Activity Planning Module (APM) within HUD's Energy and Performance Information Center (EPIC) automates the development, submission, approval, and revision of Capital Fund Program (CFP) 5-Year Action Plans, Budgets and Performance & Evaluation (P&E) Reports.

All Public Housing Authorities (PHAs) are required to use EPIC for FY2018 and later CFP awards. All PHAs must obtain HUD approval of a 5-Year Action Plan in EPIC and must electronically submit Annual Statements/Budgets in EPIC to access Capital Grant funds. HUD staff do not have discretion to waive this requirement. To access the Activity Planning Module, a user will log in to the EPIC system using this link: [https://portalapps.hud.gov/app\\_epic/](https://portalapps.hud.gov/app_epic/)

## Requesting Access to EPIC

[Adding a User to EPIC Quick Reference Guide](#)

After your WASS ID and password have been set, please send an email the Field Office EPIC Administrator to request access to EPIC. In your email request, please include:

- Full Name
- PHA Code
- City and State
- M number
- Telephone number
- Email address

## Capital Fund Program Activity Planning

[Activity Planning Module User Manual](#)

HUD requires Capital Fund Program (CFP) 5-Year Action Plans (5YAPs) and Budgets (formerly referred to as Annual Statements) to be submitted in EPIC. To obligate CFP Grants PHAs must submit an Annual Budget in the Activity Planning Module. PHAs also submit their signed Annual Contribution Contracts (ACCs) and amendments with other required documents in the Document Management Center in EPIC.

The EPIC Activity Planning User Manual provides step-by-step instructions on creating and submitting Five-Year Action Plans, Annual Statement/Budgets and Performance and Evaluation Reports, as well as how to report on RAD transactions and additional Capital Fund Grants:

## EPIC User Guides

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/programs/ph/capfund/epic](https://www.hud.gov/program_offices/public_indian_housing/programs/ph/capfund/epic)

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## Creating and Submitting a Performance and Evaluation Report (2020)

### [P&E Report Quick Reference Guide](#)

The Document Management Center Quick Reference Guide walks PHAs step-by-step through creating and submitting their CFP Submission in EPIC.

## Document Management Center Quick Reference Guide (2021)

### [Document Management Center Quick Reference Guide \(2021\)](#)

## Core Activity Reporting

PHAs are also required to report on planned/completed Energy Efficiency Measures (EEMS) in EPIC ANNUALLY. PHAs report at the end of their fiscal year.

Calendar Year Quarter	Federal Fiscal Year	PHAS Required to Report	Reporting Period
1	2	Fiscal year ending March 31	April 1 - May 15th
2	3	Fiscal year ending June 30	July 1 - August 15
3	4	Fiscal year ending September 30	October 1 - November 15
4	1	Fiscal year ending December 31	January 1 - February 15

**IMPORTANT:** EPIC reports are cumulative. For example, if a PHA installs 10 Energy Star refrigerators in the first quarter in which it is reporting on a grant, it would report that in the Q1 report – if it then installs 5 more Energy Star refrigerators in the next quarter, it is to report 15 in the next quarter’s report, not 5.

## Training Videos are available at:

[Capital Fund Planning - YouTube](#)

[Document Management Proj 2 HD 1080p - YouTube](#)

## Additional information on EPIC is available at:

[EPIC Reporting Instructions PIH Notice 2020-07](#)

[PIH Notice 2016-21](#)

[The Energy and Performance Information Center \(EPIC\)](#)

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# HUD Environmental Review Online System (HEROS)

HUD's Office of Environment and Energy has developed HEROS, a comprehensive online system for developing, documenting, and managing environmental reviews from a single, electronic portal. It covers all levels of environmental reviews for both Part 50 and Part 58 projects and includes on-screen guidance for completing HUD environmental reviews.

All HUD recipient, Responsible Entity, state agency, and partner staff who prepare, review, or sign environmental reviews can obtain access to perform their responsibilities in HEROS. All Users must have an active HUD User account (B, C, or M ID Account and Password) that is currently in Active Status and authorized to access HEROS.

## Responsible Entity Users:

Responsible Entity Users need to complete the [HEROS Online Access Request Form](#) and provide the requested information, including the privileges requested:

- Environmental review preparer – can view, create, and edit environmental reviews
- Environmental review approver – signs the Environmental Review Record Note: HUD recommends but does not require that this be the Certifying Officer.
- Certifying Officer (or designee) – signs the Request for Release of Funds and Certification and takes legal responsibility
- HEROS Local Administrator – administers HEROS privileges for Users within the same organization and may already be a DRGR or IDS administrator (has the authority to change User privileges in HEROS)

**Note:** *Certifying Officer designation letters are not uploaded in HEROS. They must be kept on file with the Responsible Entity and the HUD Local Field Office.*

Users will be informed via email when their HEROS account is activated and ready for use.

## Partner Users:

Partner Users need to complete the [HEROS Online Access Request Form](#) and provide the requested information, including who is legally responsible for and finalizes HUD environmental reviews for the organization: a responsible entity, HUD, or both. If there is any missing information in the request, HUD will follow up with the RE directly. Partner users will be notified via email when their account is set up.

**IMPORTANT:** *Please anticipate two to three weeks for new requests for HEROS access to be processed.*

Please refer to the **HEROS Quick Guide** for additional access information at:  
[New HEROS Quick Guide Available: Completing a HEROS Access Form Request - HUD Exchange](#)

HEROS can be accessed at the following link: <https://heros.hud.gov/heros/>

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Additional information for HEROS, including Login, Training, User Guide, and FAQs is available on HUD Exchange at the following link: [HEROS: HUD Environmental Review Online System - HUD Exchange](#)



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# Enterprise Income Verification (EIV)

The purpose of HUD's EIV System is to provide integrated family and income data reports using a single source, via the Internet, for PHAs and HUD Field Offices to use in day-to-day operations during required annual reexaminations. EIV provides the following information:

- 1) A series of Reports to supplement and verify tenant provided information.
- 2) Monthly updates of NDNH new hires information.
- 3) Quarterly NDNH wage Reports (including employer information and Federal wage information.
- 4) Quarterly NDNH unemployment compensation information; and,
- 5) Monthly social security (SS) and supplemental security income (SSI) benefits.

***The EIV System is available to all PHAs nationwide. Effective January 31, 2010, PHAs are required to use and implement the EIV system in their day-to-day operations.***

EIV stores income data about every client that is in PIC. (If the client isn't in PIC, they won't show up in EIV.) EIV contains data protected by the U.S. Privacy Act – clients' names, SSNs, income, etc. The EIV Administrators at the HA must ensure that ONLY the employees that NEED access to this private data have EIV access. Users must keep the EIV data PRIVATE, and every time they log onto EIV they "sign" a release stating that they will keep the data private or risk criminal penalties.

- The Field Office EIV Coordinators can only grant rights for PHAs that are dealing with Public Housing programs (Public Housing & Housing Choice Voucher) as opposed to Multi-family programs (sometimes referred to as New Construction Section 8). The best way to determine this is to ask, "Do they submit 50058 forms for their tenants or 50059 forms for their tenants?"
  - 50058s are Public Housing and we handle the EIV access.
  - 50059s are Multi-family and the PHA handles EIV access. For Multi-family access issues PHAs must contact the MF Helpdesk at 1-888-297-8689, option 5.

## EIV Security Administrators

- 1) We encourage PHAs to have 2 EIV Security Administrators. If possible, they should not be the same people who are the EIV User Administrators.
- 2) The EIV Security Administrators are the "watchdogs" or "police" of EIV. They can monitor how often each employee uses EIV, and they make sure that no one misuses EIV.

## EIV User Administrators

- 1) We encourage PHAs to have 2 EIV User Administrators.
- 2) The EIV User Administrators help grant access to EIV, along with the local HUD Office.
- 3) The EIV User Administrators recertify all their EIV Users 4 times a year (once each quarter – in January, April, July and October) in order for those users to keep their EIV access. This is a security measure.

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## Granting User Access to EIV

- 1) To grant someone access in EIV they must first have a WASS M ID number.
- 2) To grant someone access in EIV, they must be a PIC user FIRST. The PIC User does not have to have rights in PIC if they will not use the functionality of PIC. You must wait 24 hours for the EIV system to pick up the user information from PIC.
- 3) The employee's supervisor completes the "EIV User Access Authorization Form", found on the website: [https://www.hud.gov/program\\_offices/public\\_indian\\_housing/programs/ph/eiv](https://www.hud.gov/program_offices/public_indian_housing/programs/ph/eiv). The employee signs the next-to-last page, and either the supervisor or the EIV User Administrator signs the last page. The employee must read the form, understand it, and sign. This is the employee's promise that he/she won't misuse EIV.
- 4) The employee must complete some EIV training. This can be: 1) given by the supervisors at the HA for free, 2) it can consist of watching the free EIV training at this website: [https://www.hud.gov/program\\_offices/public\\_indian\\_housing/programs/ph/eiv](https://www.hud.gov/program_offices/public_indian_housing/programs/ph/eiv), or 3) other training. In addition, each employee with EIV access must take EIV training once each year.
- 5) The EIV User Administrator e-mails the signed EIV User Access Authorization Form to the Field Office EIV Coordinators. This email must be encrypted.
- 6) The local HUD Office will then grant EIV access to the employee and e-mail both the employee and the EIV User Administrator when access is granted.
- 7) If the above steps are complete, then the EIV User Administrator can assign EIV roles and rights to the EIV user. Roles assigned for Public Housing & Housing Choice Voucher PHAs are:
  - **PHA Occupancy** – Public Housing & PHA Occupancy Section 8 roles will allow them to find information on tenants.
  - **Program Administrator** – Public Housing & Program Administrator – Section 8 will allow them to update debt terminations, etc.
  - **PHA User administrator** allows them to certify other PHA users in their PHA.
  - **PHA Security Administrator** is responsible for the paperwork related to EIV and how it is maintained on the property as well as ensuring staff is properly trained in EIV.

## How the EIV User Administrators Recertify EIV Users Once Each Quarter (Jan, Apr, July, & Oct)

### The EIV User Administrator will:

- 1) Click on the User Certification link in EIV.
- 2) Click on the List Users button.
- 3) A list of users that require re-certification will be displayed.

### What to Do When an Employee No Longer Needs EIV Access

- 1) The WASS Security Administrator will log into WASS, click on "PHA Assignment Maintenance" on the left-hand side of the screen, type in the employee's M ID, and click "Enter". Un-check the box for EIV. (Then, to be extra safe, click on "User Maintenance" on the left-hand side of the screen, type in the employee's WASS ID, select "Maintain User Profile - Roles" from the drop-down box, and make sure that EIV is un-checked.
- 2) Users who are no longer with the agency or whose duties no longer require access should not be certified
  - a. PHAs should immediately terminate EIV user access

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3) If access is terminated due to non-certification, the PHA User Administrator will need it to be reinstated by HUD FO and generate an access request for all other users whose access is terminated.

### Terminating EIV Access

- EIV user access may be terminated in several ways:
  - Terminate WASS access
    - Remove EIV action in WASS
  - Terminate PIC access
  - Revoke EIV roles assigned to user
  - Failure to certify users in EIV (system-generated termination)
  - Failure to access HUD secure systems within 90 days (system generated termination)
- HUD will terminate a PHA's EIV access if it is:
  - Non-compliant with security requirements

### Helpful websites:

- The general EIV website:  
[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/programs/ph/eiv](https://www.hud.gov/program_offices/public_indian_housing/programs/ph/eiv)
- EIV Access Authorization Form and Instructions  
[https://www.hud.gov/sites/dfiles/PIH/documents/eiv\\_instructions\\_52676I.pdf](https://www.hud.gov/sites/dfiles/PIH/documents/eiv_instructions_52676I.pdf)  
<https://www.hud.gov/sites/dfiles/PIH/documents/HUD-52676.pdf>
- [EIV User Administration Manual](#)
- [EIV System Security Administration Manual](#)
- [EIV User Manual for regular EIV users](#)

### Useful links:

- PIH Notice 2012-4: <https://www.hud.gov/sites/documents/PIH2012-4.PDF>
- PIH Notice 2012-10: <https://www.hud.gov/sites/documents/PIH2012-10.PDF>
- PIH Notice 2018-18: [https://www.hud.gov/sites/dfiles/PIH/documents/PIH-2018-18EIVAdminNoticeFINAL\\_Edited10.16.18pdf](https://www.hud.gov/sites/dfiles/PIH/documents/PIH-2018-18EIVAdminNoticeFINAL_Edited10.16.18pdf)
- Form 50058 Submissions-FAQs:  
[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/systems/pic/faq/58sub](https://www.hud.gov/program_offices/public_indian_housing/systems/pic/faq/58sub)
- Form 50058-Error Codes: [https://www.hud.gov/sites/documents/DOC\\_11428.PDF](https://www.hud.gov/sites/documents/DOC_11428.PDF)
- SAVE website: <https://save.uscis.gov/web/>

Helpful information answered in the 2019 PIH EIV 9.2.1 Training Presentation: ***see document below (double click to open)***

Page 353 from this guide are shows frequently asked questions, the first question regarding how often a PHA should look at what reports in EIV is pretty important. There are several pages of frequently asked questions in the link provided, but we've highlighted the below specifically for you:



HUD-52676 New Exp 2019 PIH EIV 9.2.1  
4-30-23.pdf Training Presentation.

# Frequently Asked Questions Continued

No.	Question	Answer
82	How often should a PHA access the reports in the EIV System?	<ul style="list-style-type: none"><li>• Multiple Subsidy – monthly</li><li>• Identity Verification – monthly</li><li>• Immigration – monthly</li><li>• Deceased Tenants – monthly</li><li>• Income Validation Tool (IVT) – monthly</li><li>• PHA Usage – monthly</li></ul>
83	What are the family household report citizenship codes?	<ul style="list-style-type: none"><li>• EC = eligible citizen</li><li>• EN = eligible noncitizen</li><li>• IN = ineligible noncitizen</li><li>• PV = pending verification which is only allowed for 180 days</li></ul>



## **NOTE:**

### **Prior to accessing EIV:**

- You **must** have a WASS user ID.
- Complete the Annual Security Awareness Training located at: [Cyber Awareness Challenge - Public Training](#)
- Watch the following HUD EIV training videos:
  - <https://www.youtube.com/watch?v=EK8o5DoZpM8>
  - <https://www.youtube.com/watch?v=fWWxp5E51nI>
  - <https://www.youtube.com/watch?v=cMeQpUXAQQ8>

### **Two ways to access EIV:**

- **Secure Systems Single Sign On, please click on the following link at:** [PIH-REAC Online Systems | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**OR**

- **Click on “EIV Login” under System Information at:** [EIV System | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**Additional information for the Enterprise Income Verification (EIV) System is available at:**

[Public and Indian Housing | HUD.gov / Enterprise Income Verification System \(EIV\)](#)

# OPERATING FUND PORTAL

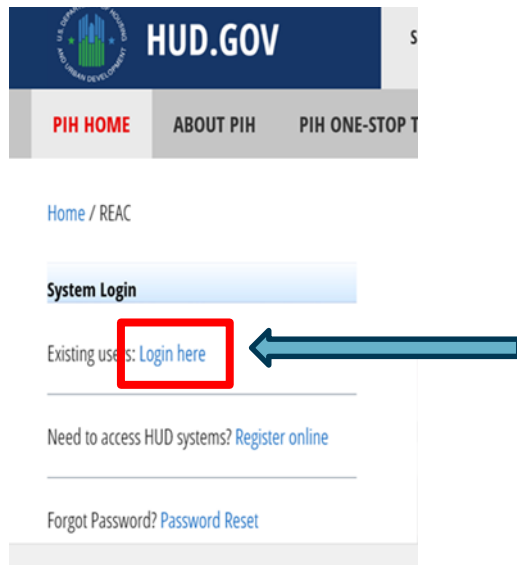
## Public Housing Operating Fund

The Public Housing Operating Fund provides operating subsidies to PHAs to assist in funding the operating and maintenance expenses of their own dwellings, in accordance with Section 9 of the U.S. Housing act of 1937, as amended. The subsidies are required to help maintain services and provide minimum operating reserves.

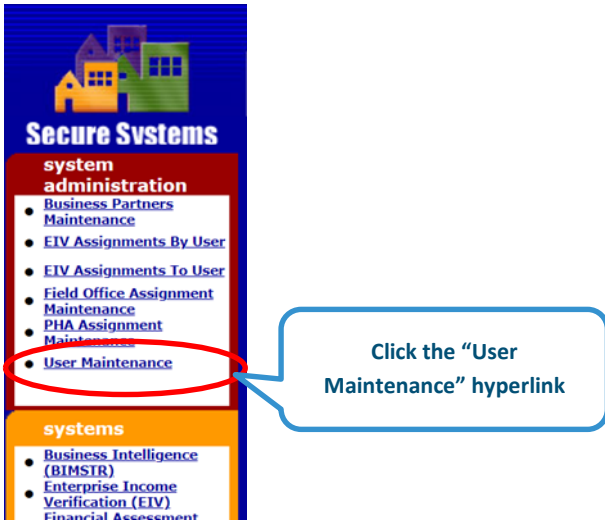
The Operating Fund Program (OFND) in eLOCCS is the Public Housing funding source for PHA's. Funds provided to PHA's through OFND allow a PHA to handle day to day financial expenses such as salaries, routine maintenance, and supplies. Each year, PHA's are tasked to complete documents that calculate this funding through the **Operating Fund Portal**. As a new Executive Director, gaining access to this system is integral to ensuring the PHA continues to receive this funding year after year.

## Establishing Access to the Operating Fund Web Portal

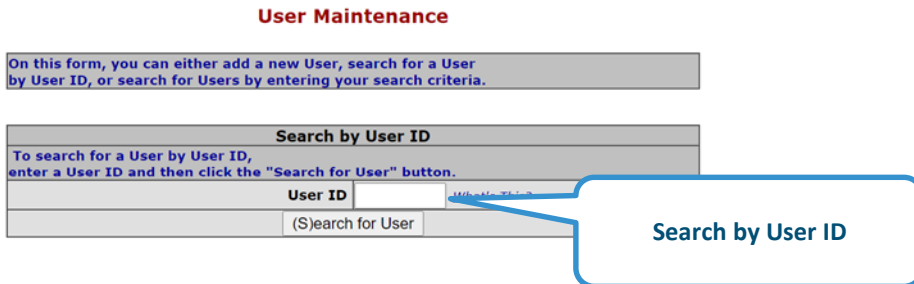
As the Executive Director, you are also the PHA's Web Access Sub System (WASS) coordinator (also known as Secure Systems). As the coordinator, you must set up your roles to gain access to the Operating Fund Web Portal. To begin this task, login to Secure Systems Single Sign On at: [PIH-REAC Online Systems | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](https://www.hud.gov/PIH-REAC-Online-Systems)



Once logged into Secure Systems, you will navigate to the left-hand menu and click on “**User Maintenance**”.



Enter your Secure Systems M# assigned to you in the “Search by User ID” field.



The User Maintenance screen will appear. Navigate to the drop-down arrow next to “**Choose a Function**” on the bottom of the **Maintain User** screen. A menu of options will appear. Click on “**Maintain User Profile – Actions**”.

User Information	
User ID	
First Name	
Middle Initial	
Last Name	
User Status	Active
Coordinator	Yes
User Type	PHA User/Business Partner
Choose a Function	
Maintain User Profile - Actions	▼

Submit    Cancel

Ensure your status is "Active" and Coordinator is marked "yes"

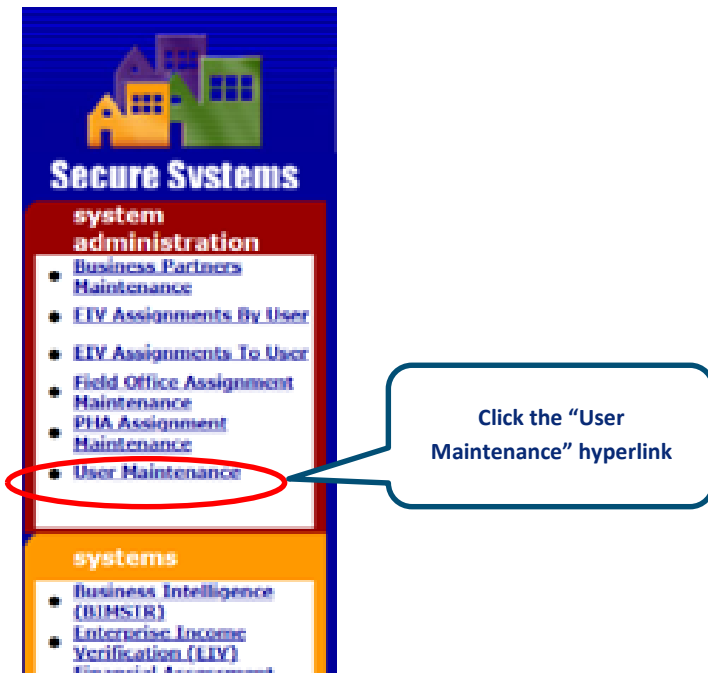
Select "Maintain User Profile - Actions" and click SUBMIT

Check to ensure that the COR-Coordinator role has been selected. If it has not been selected, check the box, and click *confirm*.

Assign/Unassign Role Confirmation for User		
Roles to Assign to User MPG608		
System Code	Role Code	Role Description
OFPIH	COR	Coordinaor
No roles were selected to unassign.		

5. Click Confirm    Confirm    Cancel

Return to the main menu and select the User Maintenance hyperlink again.



Under *choose a function*, select ***"Maintain User Profile – Roles"***. As the Executive Director you will select ***"OPD – Executive Director"***. ***Do not select any other roles.***

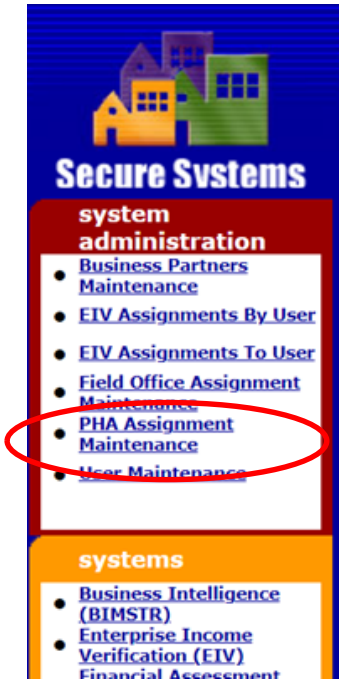
Once the appropriate role is selected, click ***"Assign/Unassign"***. ***Assignment of this role will take two (2) business days to be effective. Please wait two (2) business days to see this role take effect.***

User Information	
User ID	
First Name	
Middle Initial	
Last Name	
User Status	Active
Coordinator	No
User Type	PHA User/Business Partner
Please check/uncheck boxes to assign/unassign roles	
Disabled roles cannot be unassigned until the appropriate Assignment Maintenance screen is used.	
OFPIH   OPEBL	
<b>OFPIH - PIH Operating Fund</b>	
<input type="checkbox"/>	OPD - PHA Executive Director
<input type="checkbox"/>	OPE - OFPIH System PHA User
<input type="checkbox"/>	OPI - OFPIH System PHA Read-Only User

**4. Only select ONE user role (see graphic below) & click Assign/Unassign**



To assigning the PHA to your profile in the Operating Fund Portal, go back to the Secure Systems menu, click on PHA Assignment Maintenance.



Enter your M# in the **“User ID”** field and the PHA ID in the **“PHA ID”** field and click SUBMIT.

### PHA Assignment Maintenance

Please enter a User ID:	
User ID	<input type="text"/>
Choose a Function:	
	Assign PHA <input type="button" value="v"/>
For Assign PHA, provide one of the following:	
PHA ID	<input type="text"/>
State	<input type="button" value="v"/>
If selected criterion is State, sort by	
	PHA ID <input type="button" value="v"/>

Submit

Cancel

Scroll through the Role Descriptions and select “*OFPIH Systems PHA Read Only User (OFPIH – OPI)*”. Then select your PHA code and click SUBMIT.

Choose a Role:	
<b>Role Description (System ID - Role Code)</b>	
Administration (LOCCS - ADM)	
EHS Edit External (PASS - EEE)	
EHS Mitigation Reporter (PASS - EHB)	
EHS Mitigator (PASS - EHM)	
EHS Read External (PASS - ERE)	

Choose at least one PHA:	
<b>PHA ID - PHA Name</b>	
PHA Code - PHA Name	

Verify the User ID, Name, and PHA information is correct and select CONFIRM.

### Assign PHA Confirmation for User

User Information	
User ID	
First Name	
Middle Initial	
Last Name	

PHAs to Assign to User for Role PTS .	
PHA ID	PHA Name
PHA ID	PHA NAME

Select OK to acknowledge the transaction was successful.

Successful Transaction	
You have successfully assigned the PHA to User USER ID [ USER NAME ].	
<input type="button" value="OK"/>	

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You are now complete with gaining access to the Operating Fund Portal. If you need assistance, please contact your PMS for additional guidance.

**More information about the Operating Fund Web Portal is available at the following link:**

[Operating Fund Web Portal | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**Additional information regarding the Operating Fund is available at:**

[CALENDAR YEAR \(CY\) 2023 OPERATING FUND GRANT PROCESSING | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

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

**More information regarding Public Housing Programs is available at:**

[Public Housing Programs - HUD | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

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# Grant Solutions

Grant Solutions supports Federal agencies throughout the full grants' lifecycle – from pre-award planning through application, award, and closeout. As a shared service provider, Grant Solutions offerings solve for shared mission needs across agencies while incorporating unique business and regulatory processes for grant programs.

Public Housing uses the Grants Solution for ROSS and FSS awards and reporting. To receive and accept the Notice of Award issued to your organization, you must have a grantee user account set up with Grant Solutions, so you will need to submit a request for a new User Account to be created to accept this award.

You may also visit the following link on Grant Solutions to request a Recipient User account and email [help@grantsolutions.gov](mailto:help@grantsolutions.gov) and copy [FSS@hud.gov](mailto:FSS@hud.gov) for further assistance:  
<https://www.grantsolutions.gov/gsrstatic/registration/initiate-request>

If you have already created a User Account and are having troubles with your password, or if you have forgotten your password, please go to the login page at this link:  
<https://www.grantsolutions.gov/portal/public/forgotpassword> to reset your password.

Link to access Grant Solutions: [Log in to Grantsolutions](#)

For additional assistance logging in to accept your award, please email [help@grantsolutions.gov](mailto:help@grantsolutions.gov) and copy [FSS@hud.gov](mailto:FSS@hud.gov).

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# Voucher Management System (VMS)

## Housing Choice Voucher (HCV) Program

The Housing Choice Voucher (HCV) Program is HUD's largest rental assistance program that provides housing assistance to over 2.3 million American families. HUD's Office of Housing Voucher Programs is made up of several divisions, including the Financial Management Center, the Financial Management Division, and the Quality Assurance Division.

To cover the cost of the HCV Program, HUD provides funds through Congressional appropriations to allow PHAs to make housing assistance payments on behalf of families. HUD also pays the PHA a fee for the costs of administering the program. When additional funds become available to assist new families, HUD invites PHAs to submit applications for funds for additional housing vouchers. Applications are then reviewed and funds awarded to the selected PHAs on a competitive basis. HUD monitors PHA administration of the program to ensure program rules are properly followed.

## Voucher Management System (VMS)

The Voucher Management System (VMS) supports the information management needs of the Housing Choice Voucher (HCV) management functions performed by the Financial Management Center (FMC) and the Financial Management Division (FMD) of the Office of Public and Indian Housing and the Real Estate Management Center (PIH-REAC).

This system's primary purpose is to provide a central system to monitor and manage the Public Housing Agency (PHAs) use of vouchers. The VMS collects PHA data that enables HUD to fund, obligate, and disburse funding in a timely manner, based on actual PHA use.

<https://www.hud.gov/sites/documents/INSTRUCTIONS.PDF>

The web-based VMS application facilitates electronic submission of monthly program data by the PHAs, which in turn, makes the data accessible to users in PIH-REAC, FMD, FMC, QAD, Field Offices and Headquarters. Users can generate and print or download PHA monthly reports, but PIH staff perform all budgeting and funding activities manually.

The FMC uses a PHA's primary email address in the PIH Information Center (PIC) system to communicate funding information. **PHAs are reminded of their responsibility to keep their email addresses and contact information current in PIC**, since failure to do so may result in the PHA not receiving funding and other important communications from the FMC.

**To access VMS in Secure Systems Single Sign On, please click the following link:**

[PIH-REAC Online Systems | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**Additional information for VMS is available in the User's Manual located at:**

[VMS User's Manual.PDF \(HUD.gov\)](#)

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**HCV Finance: VMS and Cash Management training is available on HUD Exchange at:**

[HCV Finance: VMS and Cash Management Training - HUD Exchange](#)

**Additional information about the Housing Choice Voucher Program is available at:**

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

[FMC - Notices | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

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# The Unique Entity Identifier (UEI) used in SAM.gov has changed

On April 4, 2022, the unique entity identifier used across the federal government changed from the DUNS Number to the Unique Entity ID (generated by SAM.gov).

- **The Unique Entity ID is a 12-character alphanumeric ID assigned to an entity by SAM.gov**
- **As part of this transition, the DUNS Number has been removed from SAM.gov**
- **Entity registration, searching, and data entry in SAM.gov now require use of the new Unique Entity ID.**
- **Existing registered entities can find their Unique ID by following the steps listed at: [SAM.gov | Duns - Sam UEI](#)**
- **New entities can get their Unique Entity ID at SAM.gov and, if required, complete an entity registration.**

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# ROLE of the EXECUTIVE DIRECTOR

The executive director is hired by the board and is delegated the authority to administer day-to-day operations for the PHA. An executive director's duties cover a wide range of activities, including managing staff, overseeing contracts, administering programs, handling resident inquiries and grievances, and preparing information to assist the board in making decisions. Most information and documentation from PHA staff and residents go to the executive director. To promote efficient management of the PHA, the executive director must maintain open communication with the board.

While the PHA board is an essential component in the agency's overall operations as the top level of management with ultimate responsibility for overall operations, the board must understand that it is the executive director who runs the agency, like a CEO running a company. The executive director is the primary source of housing expertise and responsible for all actions undertaken by the authority.

The board should not interfere with the duties of the executive director such as the placement of tenants in the public housing program or on the waiting list or staff personnel issues. A specific chain of command exists within the agency to which the executive director and board members must adhere. This will ensure effectiveness and regulatory compliance.

## **An Executive Director's duties cover a wide range of activities, including:**

- Adhering to federal, state, and local laws
- Administering and ensuring overall compliance with HUD Consolidated Annual Contributions Contract (CACC), and regulations
- Being the face and the voice of the PHA
- Representing the PHA in meetings, discussions, public relations, and events
- Making sound and ethical decisions and recommendations
- Preparing and presenting information to assist the Board in making decisions by providing accurate and timely reporting and constant information about PHA activities and performance
- Implementing Board approved policies
- Creating and executing controls, plans, policies and practices to maintain program integrity and fiscal responsibility
- Establishing and maintaining respectable collaboration with the community, HUD, state and local governments
- Overseeing and sustaining suitable staffing, as well as the performance and efficiency of staffing
- Managing the adequacy of procurement and contracts
- Handling inquiries and grievances

Presenting a united front between the board and the executive director is important for both the public image of the PHA and the well-being of its staff and tenants. The board must show public support for the executive director while at the same time act as an advocate for the mission of the PHA. While the executive director should support the board and the policies enacted by the board. Board members may tour the public housing communities in a professional capacity with the PHA staff and/or the Executive Director.

Per HUD requirements, the board appoints the executive director as the contracting officer responsible for implementing procurement and contract administration in accordance with existing PHA policies and federal and state requirements. The executive director obligates the PHA by executing its



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contracts and is responsible for monitoring contractor performance. Further, the director is expressly accountable to the board and must ensure program integrity and financial viability of the PHA.

The executive director recommends policies and procedures to the board, oversees the procurement of audits and annual submission to HUD, assures PHA policies are in accordance with required laws and HUD regulations, and ensures that mandatory reports are accurate and submitted timely.

The board should understand that the executive director functions as the PHA's point of contact with the local media. Calls from tenants, PHA staff, elected officials, or the public should be referred to the executive director. The board should shield their executive director from outside political pressure that could hinder his or her sound management of the agency. The board and executive director should agree on strategies and procedures for dealing with the public to prevent any miscommunication.

As with most leadership positions, the executive director of a PHA must learn to successfully delegate a significant amount of appropriate work to his or her subordinates, while at the same time understand the duties that are the direct responsibility of the executive director. As the leader of the PHA, the executive director is responsible for the hiring, evaluating, assigning work, disciplining, terminating, and training of staff, as well as recommending rates of compensation and pay increases to the board. While overseeing such personnel matters, the executive director must ensure that all policies are following State Civil Service and applicable HUD requirements.

The executive director administers and monitors all PHA operations through vehicles such as operating budgets, grant applications, contracts, procurement documents, and financial statements, in compliance with PHA policies, HUD and other requirements. The executive director is responsible for selecting and housing tenants, collecting rent, supervising maintenance to ensure quality conditions, enforcing dwelling leases, and ensuring landlords meet their obligations under the Housing Assistance Payment (HAP) Contract. When PHAs utilize contractors to perform program functions, they should retain overall control by:

- Managing and monitoring the contractor(s) activities
- Setting agency policy
- Managing the critical financial aspects
- Quality controlling (testing) the work of the contractors

As the public face of the PHA, it is imperative the executive director cultivate relationships outside of the PHA. The executive director should research potential funding opportunities and other resources as well as engage prospective partners in the local community. Becoming active in housing industry associations and forming relationships with other housing providers, social service agencies, local colleges and universities, funders, developers, healthcare providers, and other non-profit or for-profit organizations in the Authority's service area can be extremely beneficial.

HUD works hand in hand with Executive Directors when it comes to reporting and the services they offer. Some useful tools shared by ED's, and HUD staff are the: Two Year Tool, PIC Dashboard, Public Housing Dashboard, and the Housing Choice Voucher Dashboard. Your Portfolio Management Specialist will work with you on a reoccurring basis to help with reporting and options available to you in using these systems.

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# ROLE of the Board of COMMISSIONERS (BOARD of DIRECTORS)

The Board of Commissioners, or the Board of Directors, is the local governing body at the top of a PHA's organizational structure. The Board operates on behalf of the local government to serve the housing needs and interests of the community's low-income households. State law establishes the number of Board members and the procedures for their appointment. A PHA's legal jurisdiction and legal structure, and the political environment all determine the Board's role.

PHAs have their own laws and rules to abide by. These are called By-laws. By-laws should be reviewed annually and updated, as needed. By-laws usually provide the following:

- Purpose and activities of the PHA
- General powers of the Board
- Place and time of regular Board of Commissioner meetings
- Qualifications and tenure of the Commissioners
- Authority delegated to the Executive Director
- PHA's methodology for conducting business

***Depending on a PHA's legal jurisdiction, the Board may be appointed by the city council, county commissioners, state legislature, or representatives from a combination of governing bodies.***

The Board of Commissioners oversees policy and hires the Executive Director or Chief Executive Officer. The Board's main function is to approve PHA policies, such as the PHA plan, the administrative plan, PHA budgets, SEMAP certification, and many other policy documents. To build and maintain the PHA's public image, the Board's role is to:

- Obtain knowledge and understanding of the PHA programs, rules, regulations, and governing laws to ensure the proper administration of programs based on the program expectations and requirements
- Provide direction in meeting the needs of the community
- Govern the organization's resources
- Maintain, preserve, develop, and expand programs and services for the community it serves
- Ensure the viability of the agency
- Set policy and monitor outcomes
- Act in good faith and uphold integrity
- Ensure organization appropriately managed by the Executive Director and its assets are properly cared for
- Make decisions objectively and with integrity, not based on personal or special interests
- Immediately acknowledge and document any conflicts of interest
- Make decisions about which program(s), activities, or service(s) to fund
- Review and give final approval contracts recommended by the Executive Director
- Approve hiring of an auditor
- Evaluate the performance of the Executive Director

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The Board should understand that the Executive Director functions as the PHA's point of contact with the local media. Calls from tenants, PHA staff, elected officials, or the general public should be referred to the Executive Director. The Board should shield their Executive Director from outside political pressure that could hinder his or her sound management of the agency. The Board and Executive Director should agree on strategies and procedures for dealing with the public to prevent any miscommunication.

While the PHA Board is an essential component in the agency's overall operations as the top level of management with ultimate responsibility for overall operations, the Board must understand that it is the Executive Director who runs the agency, like a CEO running a company. The Executive Director is the primary source of housing expertise and responsible for all actions undertaken by the authority.

The Board may not interfere with the duties of the Executive Director, such as the placement of tenants in the public housing program or on the waiting list or staff personnel issues. A specific chain of command exists within the agency to which the Executive Director and Board members must adhere. This will ensure effectiveness and regulatory compliance.

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# MEETINGS of the BOARD

The PHA executive director, with input from the board, prepares the agenda for the meeting, including supporting documentation. Generally, this information should be received by board members prior to the scheduled meeting. The agenda should include resolutions which have been prepared in advance of the meeting by the director.

The agenda should generally include the following, in no prescribed order:

- Call to order
- Roll call
- Reading and approval of the previous meeting's minutes
- Communications
- Secretary's report –executive director serves as secretary
- PHA financial reports
- Board committee reports, if applicable
- Executive director's report
- Unfinished business from prior board meetings
- New business
- Period for public comment
- Call to adjourn

Types of information presented by the executive director and reviewed by the board at a regular meeting may include:

- New policies, programs or standard operating procedures or adjustments to these policies.
- Reports on vacancies, actions to eliminate vacancies, status of rent collections, number of delinquencies, and actions to avoid rental losses
- Report on public housing and Section 8 waiting list status
- Any major repair or maintenance problems that should be brought to the board's attention
- Any new program or project in the planning or construction stage, including a report on the status and performance of contractors
- Report on tenant problems that might indicate need for policy or other changes, the availability of needed community services, or cooperative community efforts to benefit tenants
- Follow-up on any problems needing resolution or further action from prior meetings
- Report on travel and/or training
- Items for adoption (amended or new policies, budget revisions, etc.)
- Report on income/expenses, along with comparisons to the operating budget. Substantial deviations between the two should be discussed and corrective actions taken
- Listing of check vouchers issued/voided with basic information. Should be reviewed for any unusual payments or payees
- Listing of monthly rental and other income. Large variations from month to

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- month should be explained
- Listing of investments and monthly activity in this area
  - Number of evictions filed/completed and information on any specific problems with residents. Tenants should NOT be discussed or identified by name, rather the issues are what is important for the board to hear about from the executive director
  - Report on actions to resolve HUD or audit findings
  - Report on status of capital improvement projects that may be underway

**IMORTANT:**

**Lead the Way: PHA Governance and Financial Management Training for Board Members is recommended for all Board members and is located on HUD Exchange at:**

[Lead the Way: PHA Governance and Financial Management - A Training for Board Members - HUD Exchange](#)

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# CONFLICT of INTEREST (ETHICS)

This is applicable to the PHA executive director because under state law, as an ED you are a 'public official' - as are each of your PHA board members. When an individual working for or with the Public Housing Agency (PHA) has interests that could shape his or her decisions, there is a conflict of interest. Identifying these circumstances is the first step toward preventing any impropriety that can result from this potential conflict.

## **IMPORTANT:**

**Any conflicts of interest must be disclosed to the PHA and to HUD, who may waive conflicts of interest for good cause.**

Please See Appendix D for specific examples of conflict of interest in procurement, nepotism, and Housing Choice Voucher Program integrity issues in addition to information regarding prohibited lobbying activities.

**For definitions and the complete Wisconsin Code of Ethics, please visit:**

<https://ethics.wisconsin.gov/law.aspx>.

**Ethics is included in the Lead the Way: PHA Governance and Financial Management training available on HUD Exchange. Please click on the following links for additional information:**

[Skills: Ethics \(hudexchange.info\)](#)

[Lead the Way: PHA Governance and Financial Management - A Training for Board Members - HUD Exchange Important](#)

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# ROLE of HUD

Our role at HUD is to provide funding for the operations, programs, and activities of the Housing Authorities and to monitor compliance with the conditions set forth by HUD for managing HUD funded public housing programs. Public Housing Authorities are required by law to establish their own policies, which have to be in compliance with HUD regulation.

HUD must approve many PHA actions since HUD provides most of the funding and monitors compliance with federal laws and regulations. HUD and the PHA enter a contract pursuant to the provisions of the U.S. Housing Act of 1937, as amended (42 U.S.C. § 1437d). This contract is called the Annual Contributions Contract (ACC) and contains specific contractual obligations and mutual responsibilities.

PHA requirements are outlined in the ACC and in federal regulations, along with various handbooks, guidebooks, and notices published by HUD. Board members should have access to all HUD regulations pertaining to the PHA programs to assure compliance and understanding of the programs. Board members can obtain copies from the HUD website at <https://www.hud.gov/>. In addition to monitoring, HUD provides training and technical assistance to all PHAs to support the successful operations of the agency.

HUD, as the principal funding source for public housing programs, expects board meetings to be run in accordance with rules set forth in the local ordinance that created the authority, the PHA bylaws, documents related to the appointment of board members, and state and local laws. If, in taking an official action, the board fails to adhere to the rules and regulations spelled out in any of the local and federal governing documents, the legality of the action can be questioned.

Under the ACC HUD directs communication to the PHA Board of Commissioners. However, most PHAs delegate routine communication to the PHA Executive Director or PHA staff. PHAs should expect that any matters taken to Headquarters will be redirected to the Field Office for resolution.

## **Additional information regarding PIH programs, regulations, and notices:**

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

[Notices, Rules and Regulations - Public and Indian Housing | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[Public and Indian Housing Handbooks | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[Code of Federal Regulations Applicable to Programs Administered by PIH | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

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# ROLE of the RESIDENTS

HUD encourages resident participation and the active involvement of residents in all aspects of a PHA's overall mission and operation, particularly through the duly elected resident councils (RC). The role of the RC is to improve the quality of life and resident satisfaction and participate in self-help initiatives to enable residents to create a positive living environment for families living in public housing. The executive director is expected to encourage and support resident involvement in PHA operations including the PHA Plan process.

**§ 964.115 Resident council requirements can be found here: [eCFR :: 24 CFR 964.115 -- Resident council requirements.](#)**

**Resident Advisory Board requirements can be found here: [Resident Advisory Board - PHA Plans](#)**

**For more information, a Public Housing Resident Organizing and Participation Toolkit is available on HUD Exchange at:**

Public Housing Resident Toolkit: [Overview and Common Terms - HUD Exchange](#)



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# PROCUREMENT

All public housing agencies (PHAs) must have written, up-to-date procurement policies and procedures that follow applicable federal, state, and local laws and regulations in place. They must maintain a contract administration system and a written Code of Standards governing performance in the award and administration of contracts. In addition, PHAs are required to have an administrative process to manage all procurement and contracting activities. Typically, the Code of Standards is outlined in the procurement policy. It applies to not only the PHA's employees, but also to all board members and their relatives and partners. The PHA should follow the more stringent of the federal, state, and local laws.

A PHA's procurement policies and procedures are developed by the PHA and approved by the board of commissioners. The purpose of these guidelines is to ensure that a PHA is acting legally and with integrity in its daily operations by providing regulatory and administrative oversight of all procurement activities.

## **More information on Procurement can be found here:**

- **Procurement Handbook for Public Housing Agencies (7460.8 rev 2)**  
[https://www.hud.gov/program\\_offices/administration/hudclips/handbooks/pihh/74608](https://www.hud.gov/program_offices/administration/hudclips/handbooks/pihh/74608)
- **2 CFR Part 200 Procurement Regulations**  
<https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200?toc=1>

## **The Executive Director is responsible for:**

- Serving as the Contracting Officer or delegating Contracting Officer responsibilities to an employee
- Carrying out the procurement policies established by the board
- Developing, or revising as appropriate, the procurement procedures
- Supervision of procurement and contracting

## **The Contracting Officer's (executive director) duties are:**

- Implementing procurement procedures
- Exercising sound judgment in carrying out procurement and contracting responsibilities
- Ensuring contractors receive fair treatment
- Adhering to high standards of conduct and avoiding conflicts of interest
- Providing procurement assistance to PHA staff
- Acquiring PHA supplies, equipment, and services
- Utilizing the advice of specialists in audit, law, engineering, and other subjects, as appropriate
- Analyzing bids and proposals
- Signing all contracts, modifications, purchase orders, intergovernmental purchasing agreements

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- Detecting and minimizing contract irregularities
  - Recommending and instituting remedial action
  - Supervision and oversight of PHA staff involved in procurement and Contracting

**Additional information regarding Procurement Compliance can be found in Module 12 of the HUD Financial Management Training on HUD Exchange located at:**

**[HUD Financial Management Training | HUD PHA Financial Management Training \(hudexchange.info\)](#)**

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# Calendar of Due Dates

PIH One-Stop Tool (POST) for PHAs has a link to a Calendar of Due Dates for PIH requirements with fixed due dates in the current calendar year. These requirements include VMS Reporting, 5-year PHA Plan, Annual PHA Plan (Non-Qualified PHAs), Operating Subsidy processing, EIV Employee Recertifications, and many others. Please click on the following link to become familiar with due dates for PHAs:

[Calendar of Due Dates | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

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# FINANCE

The executive director administers and monitors PHA financial operations. Ensuring an adequate system of internal controls in your organization is critical. Thorough, periodic financial reporting to the board of directors is critical to ensuring continued financial sustainability. Appendix E provides a list of potential financial red flags including ten common pitfalls of organizations.

HUD reviews and scores financial statements annually. Unaudited financial statements are to be submitted electronically to HUD's Real Estate Assessment Center (REAC) within 60 days of the PHA's fiscal year end and audited financial statements are due to REAC within 9 months of the fiscal year end.

**PLEASE NOTE:**

*You are required to submit a copy of your Audit to FDS.*

*Additionally, if your agency has expended more than 750,000 in Federal Funds in the year of the audit, you are required to submit to the Federal Audit Clearing House as well.*

*If you fail to submit your audit as required, you are in violation of the regulations at:  
24 CFR 5.801 (d) 1 and 2 CFR 200.512(a) 1.*

*Some PHAs email electronic copies or mail hard copies to us, this is appreciated, but not required.*

**For additional information, please visit the Financial Assessment of Public Housing (FASS PH) website at:**

[Financial Assessment of Public Housing Agencies | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**For additional information regarding FASS PH Login, Password Reset, System User Instructions, and User Guides, including roles in the FASS PH System, please click the following link:**

[FASS PH System Information | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**Please click on the following link for Financial Management Training available on HUD Exchange:**

[HUD Financial Management Training | HUD PHA Financial Management Training \(hudexchange.info\)](#)

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# PHA Performance Measures

## PHAS and SEMAP

The HUD PIH Milwaukee Field Office staff has regular, reoccurring meetings with PHA staff periodically to review a PHA's Public Housing and/or Housing Choice Voucher (HCV) programs. These meetings are a platform to discuss success stories, challenges encountered, and areas of concern for improvement. Please ensure that appropriate staff attend these meetings for the most effective outcome.

Two of the PHA Performance Measures utilized by HUD are PHAS (Public Housing Assessment System) and SEMAP (Section Eight Management Assessment Program). Both programs are equally important for PHAs, with PHAS scores for Public Housing and SEMAP for HCV programs.

### PHAS – Low-Rent Public Housing Programs

The Integrated Assessment Subsystem - Public Housing Assessment System (also known as NASS-PHAS or PHAS) is the system used by HUD to assess a PHA's performance in managing its low-rent public housing programs by collecting individual subsystem scores and producing a composite PHAS score representing the PHA's performance management. PHAS uses a 100-point scoring system based on four categories of indicators:

- PASS (Physical Assessment Subsystem) – 40 points
- FASS (Financial Assessment Subsystem) – 25 points
- MASS (Management Assessment Subsystem) – 25 points
- CFP (Capital Fund Program) – 10 points

Scores are developed for each development, or Asset Management Project (AMP). AMP scores are weighted by how many units are in the AMP and combined into the agency-wide score to determine the **PHA's designation under PHAS. There are four PHA designations under PHAS:**

- **High Performer:** PHAS score of 90 points or above
- **Standard Performer:** PHAS score below 90 but above 60 points
- **Substandard Performer:** Score below 60 points in any one indicator
- **Troubled:** PHAS score below 60 points

HUD REAC (Real Estate Assessment Center) publishes the PHAS scores after any appeals by the PHA are addressed. A letter is sent to the PHA with the score for the Fiscal Year evaluated.

The small PHA Deregulation allows PHAs who meet certain requirements to be assessed under the Public Housing Assessment System (PHAS) every other year, instead of annually.

#### **IMPORTANT:**

***A comprehensive overview training of PHAS and the four indicators and sub-indicators is available on HUD Exchange at the following link:***

[Public Housing Assessment System Training: Improving PHA Performance - HUD Exchange](#)

**Additional information regarding PHAS can be found at the following link:**

[Public Housing Assessment System Interim Rule | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

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# SEMAP

## Housing Choice Voucher Programs

The Section Eight Management Assessment Program (SEMAP) remotely measures the performance of the Public Housing Agencies that administer the Housing Choice Voucher program in 14 key areas. These 14 indicators of performance show whether PHAs help eligible families to afford decent rental units at a reasonable subsidy cost as intended by Federal housing legislation. SEMAP also helps HUD target monitoring and assistance to PHA programs that need the most improvement.

### **The 14 key indicators of PHA performance are:**

- Indicator 1: Selection from the Waiting List (15 points)
- Indicator 2: Reasonable Rent (20 points)
- Indicator 3: Determination of Adjusted Income (20 points)
- Indicator 4: Utility Allowance Schedule (5 points)
- Indicator 5: HQS Quality Control Inspections (5 points)
- Indicator 6: HQS Enforcement
- Indicator 7: Expanding Housing Opportunities (only for PHAs within metropolitan FMRs) (5 points)
- Indicator 8: Payment Standards (5 points)
- Indicator 9: Annual Reexaminations (10 points)
- Indicator 10: Correct Tenant Rent Calculations (5 points)
- Indicator 11: Pre-contract HQS Inspections (5 points)
- Indicator 12: Continuing HQS Inspections (10 points)
- Indicator 13: Lease-Up (20 points)
- Indicator 14: Family Self-Sufficiency Enrollment (10 points)

**HUD will annually assign each PHA a rating on each of the 14 indicators and an overall performance rating of high, standard, or troubled.**

- High Performer – score of at least 90%
- Standard Performer – score 60 to 89%
- Troubled Performer – less than 60%

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Metropolitan PHAs will also be able to earn up to five bonus points for their achievements in encouraging assisted families to choose housing in low poverty areas.

If a PHA does not perform adequately on any of the 14 indicators or is assigned an overall performance rating of troubled, corrective action will be required. HUD may conduct on-site reviews of PHAs rated troubled to assess the magnitude and seriousness of the problems. The PHA must implement a thorough corrective action plan that HUD will monitor, to ensure improvement in program management.

**IMPORTANT:**

***Form HUD-52648 is the SEMAP certification form which requires a PHA administering the Housing Choice Voucher program to submit an annual SEMAP Certification within 60 days after the end of its fiscal year. PHAs must submit their SEMAP certification via PIC in Secure Systems.***

To qualify for bonus points, a PHA must complete the requested information and answer yes for only one of the three criteria listed on the SEMAP Certification – Addendum for Reporting Data for Deconcentration Bonus Indicator included in Form HUD-52648.

The [SEMAP Fact Sheet](#) provides an overview of the program and questions and answers on SEMAP.

**Additional information regarding SEMAP is available at the following link:**

**[Section 8 Management Assessment Program \(SEMAP\) - HUD | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)**

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# Public Housing Agency (PHA) Plans

The PHA Plan is a comprehensive guide to public housing agency (PHA) policies, programs, operations, and strategies for meeting local housing needs and goals.

## There are two parts to the PHA Plan:

- The 5-Year Plan – PHA submits to HUD once every 5th PHA fiscal year, and
- The Annual Plan – PHA submits to HUD every year by non-qualified agencies

### **Important:**

**Qualified PHAs are exempted from the annual plan requirement. A qualified PHA is a PHA that:**

1. has a combined unit total of 550 or less public housing units and section 8 vouchers; and
2. is not designated troubled under section 6(j)(2) of the 1937 Act, the Public Housing Assessment System (PHAS) during the prior 12 months; and
3. does not have a failing score under the Section 8 Management Assessment Program (SEMAP) during the prior 12 months.

PHAs that do not meet the definition of a qualified PHA are required to fully comply with all provisions of the PHA Plan, including the submission of a five-year plan and annual plan.

PHA plans are submitted to: [MKEHUD@hud.gov](mailto:MKEHUD@hud.gov)

via email using the Five-Year Plan Template and Annual Plan Template available at:

[Public Housing Agency \(PHA\) Plans - HUD | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

### **IMPORTANT:**

*The template versions have an expiration date that has passed but continue to be available for PHAs with fiscal years ending 3/31/2022 or before if they choose. PHAs with fiscal years beginning 4/1/2022 and later are required to use the new PHA Plans templates and certification forms. The new versions of the forms can be found here: [HUD's Client Information Policy Systems \(HUDCLIPS\)](#)*

**Please click on the following link for additional information regarding PHA Plans:**

[Public Housing Agency \(PHA\) Plans - HUD | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)



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# LITIGATION REQUIREMENTS

Dear Executive Director:

This letter is intended to remind our Public Housing Authorities that, as a recipient of funds subject to an Annual Contributions Contract (“ACC”), you must adhere to the notice and concurrence of litigation requirements set forth in HUD’s Litigation Handbook 1530.1, Rev-5 (“Litigation Handbook”).

The requirements described within Chapters 3 and 5 are most applicable. These provisions essentially require the concurrence of the HUD Regional Counsel before a PHA may take or respond to any litigation action that may implicate litigation related expenses. This concurrence requirement also governs those litigation related circumstances that the Regional Counsel may determine otherwise impacts HUD’s operation of its public housing program. These provisions apply even where non-federal funds, such as but not limited to cost center funds and insurance proceeds, are being used to fund the litigation related expenses.

You must continue to inform my office whenever a lawsuit is filed against your PHA, and whenever you intend to file a lawsuit against another party, even where settlement is the intended resolution of the litigation. For HUD to consider your concurrence request, we ask that you submit to us a copy of any complaint, any amendments to such complaint, and any subsequently filed briefs and pleadings. Please also provide a brief synopsis of the events surrounding the case, and of your intended litigation strategy (i.e., whether you intend to settle the case from insurance proceeds, or whether you intend to defend against the allegations, etc.) My office will acknowledge receipt of your submitted materials and will forward them to our local HUD counsel and to the Regional Counsel for review.

For your reference, the Litigation Handbook is enclosed. This document can also be located electronically at:

[https://www.hud.gov/program\\_offices/administration/hudclips/handbooks/ogch/15301](https://www.hud.gov/program_offices/administration/hudclips/handbooks/ogch/15301) .

Please also note that in addition to concurring in active litigation involvement, Chapters 3-3b (3) and 5-4 of the Litigation Handbook provide that the Regional Counsel must also concur in all PHA contracts for litigation services where the fees are expected to exceed \$100,000. Requisitions for payment of fees under a litigation services contract are also reviewed by Regional Counsel prior to your issuance of payment.

Should you have any questions or require further assistance, please contact your assigned Portfolio Management Specialist either by phone or by email.

## **PHA’S Responsibilities and Obligations Under the Litigation Handbook**

- In carrying out the litigation function, the HUD Office of General Counsel shall monitor non-Federal Party (i.e., entities that receive HUD assistance) litigation in the jurisdiction of the Regional Office relating to issues of interest to HUD.
- Interest of HUD: tort claims (slip/falls, lead paint), breach of contract actions, allegations of discrimination/misconduct, lawsuits that affect the property, litigation involving construction/application of federal or state constitution, statute, or regulation, any litigation where judgment could affect federal funds etc.

- 
- Not of Interest to HUD: common/typical evictions actions or failure to pay utilities.

### **Responsibilities of the PHA:**

- **Initial Notification:** Every PHA that is engaged in litigation shall promptly send a copy of the Complaint to HUD.
- **Initiation of Litigation by PHA:** PHA shall not initiate litigation, other than routine eviction actions, without obtaining prior written concurrence of HUD.
- **Appeals:** PHA shall not undertake an appeal from an adverse judgment without the prior written concurrence of HUD.
- **Settlements:** No settlement arising out of litigation shall be accepted by a PHA without the prior written concurrence of HUD.
- **Contracts with Private Attorneys for Litigation Services:** PHA must submit to HUD for **prior written concurrence** any contract with a private attorney for litigation services if services at any time are estimated or appear to exceed \$100,000.

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# APPENDIX

**Appendix A:** Sample Orientation Agenda

**Appendix B:** Topics for New Executive Director Orientation

**Appendix C:** SAMS/EUI Instructions

**Appendix D:** Ethics

**Appendix E:** Financial Red Flags

**Appendix F:** Key Management and Operations Areas

**Appendix G:** Key Management & Operations Areas

**Appendix H:** Training Opportunities & Information

**Appendix I :** PASS Tutorial & NSPIRE Training Tips

**Appendix J:** General PHA Information PHA Details sheet

**Appendix K:** Resources (A-Z)

**Appendix L:** Where to find answers to your questions

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# APPENDIX A

## Sample Orientation Agenda

11:00 a.m. **Jane Doe**, Director

- ACC
- Conflicts of Interest
- Board of Directors
- PHA Staffing and Organization
- Resident Councils
- ED Vision for PHA
- Field Office Director Introduction – Jane Doe

12:30 p.m. **Lunch Break**

1:15 p.m. **John Smith**, Engineer

- Capital Fund Program
- LOCCs

1:25 p.m. John/Jane Doe, Portfolio Management Specialist

- Correspondence with HUD
- Tenant Inquiries

1:40 p.m. **John Smith**, Engineer

- Procurement
- Physical Condition Assessments (PCAs) discussion

2:45 p.m. **Jane Doe**, Financial Analyst

- IPA/OIG Audits
- On-line Submission of Financial Statements
- PHAS

3:00 p.m. **John/Jane Doe**, Portfolio Management Specialist

- SEMAP
- PHA Policies
- Reasonable Accommodations

**Q&A**

# APPENDIX B

## Topics for New Executive Director Orientation

### Topics for New Executive Director Orientation:

TOPICS	Yes	No
<b>Required:</b>		
HUD Overview	x	
Annual Contributions Contract	x	
Authority Staffing, Organizational issues	x	
Conflict of Interest	x	
Ethics	x	
Governance/Role of the Board	x	
Right to Know	x	
<b>Optional Topics:</b>		
504 Transition Plan		
Capital Fund Program		
Correspondence with HUD		
Designated Housing		
EIV Procedures		
Environmental Reviews		
EPC		
EPIC/CFP 5 Year Plan		
HCV/Forecasting Tool		
HCV Policies		
IPA/OIG Audits		
On-line Submission of Financial Statements		
PHA Plan Process		
PIC Reporting		
Procurement		
Public Housing Assessment System (PHAS) including MASS, PASS, FASS		
Public Housing Asset Management/Operating Fund		
Occupancy Policies - Public Housing and HCV		
Procurement		
RAD/Repositioning		
REAC Inspections and UPCS		
Reasonable Accommodations		
ROSS & FSS		

# APPENDIX C

## SAMS/EUI Instructions



### Quick Start Guide for Updating/Renewing Registrations that Were Previously in CCR and Are Now in SAM

#### How to update or renew your entity record in SAM:

Before you start, you need to know the following:

#### ✓ REGISTERING IN SAM IS FREE

#### ✓ What is an Entity?

In SAM, your company/business/organization is now referred to as an "Entity"

- If you were registered in CCR and ORCA, your organization's information is already in SAM. You just need to set up a SAM account and migrate your CCR roles. See the "Migrating Roles" Quick Start Guide.

#### ✓ Viewing Your Entity Record

How you view your entity record depends on several factors

- If you chose to make your record public, you can view your entity record by going to [www.sam.gov](http://www.sam.gov) and searching for your DUNS number or Entity Name
- If your record is available in the public search, but expired, you can view it by searching for your entity by DUNS number or Entity Name, clicking on the "Inactive" box, and clicking the "Apply Filters" button
- If you opted out of the public search, log into SAM, migrate your roles, and then click on "Register/Update Entity" and "Complete Registrations" to view your record

#### ✓ Requirements for Submitting Your Registration

Federal regulation requires a complete review of your record

- To submit your update, you must review the entire record in one sitting
- Review each page, validating the accuracy of the content, and clicking on "Save and Confirm" or "Save and Continue" on every screen -- and "Submit" at the end.
- If your registration requires Reqs & Certs (formerly ORCA), make sure you select the box certifying to the accuracy of the data on the "Review Reqs & Certs" page

#### ✓ Steps for Updating/Renewing Your Entity Record in SAM

1. Go to [www.sam.gov](http://www.sam.gov) and login with your SAM username and password
2. Click "Register/Update Entity" and then "Complete Registrations" (if you started your update earlier, click on "Incomplete Registrations")

3. In the Entity List panel, click on the Entity you want to update/renew

4. Click the Update Entity button in the "Registration Details" Panel

5. Complete Purpose of Registration (You only have to do this once)

6. Validate/Update "Core Data"

- ✓ Your DUNS information (if you need to update this information, go to <http://fedgov.dnb.com/webform>). If you have updated your information with D&B, click the "Refresh D&B Data" button on SAM's "Verify DUNS Information" page for the updates to appear in SAM.
- ✓ Business Information (TIN, etc.)
- ✓ IRS Consent Information (optional for foreign registrants)
- ✓ CAGE/NCAGE code
- ✓ General Information (business types, organization structure, etc)
- ✓ Financial Information (Electronic Funds Transfer (EFT) Information)
- ✓ Executive Compensation
- ✓ Proceedings Details
- ✓ Information Opt Out (Select whether to authorize your entity to be displayed in SAM's public search)

7. Validate/Update "Assertions" (not required to be eligible for Grants only)

- ✓ Goods and Services (NAICS, PSC, etc.) – be sure to select a primary NAICS
- ✓ Size Metrics
- ✓ EDI Information (optional)
- ✓ Disaster Relief Information (optional)

8. Validate/Update "Representations and Certifications" (not required to be eligible for Grants only)

- ✓ FAR Responses
- ✓ Architect-Engineer Responses
- ✓ DFARS Responses

9. Validate/Update "Points of Contact", including optional POCs. If you no longer wish to have the optional POCs, please delete all data in these fields.

10. If you qualify as a small business, validate/update your information in SBA's Dynamic Small Business Search (DSBS) or apply for a small business certification on the "SBA Supplemental" page.

11. Click Submit! Note: If your update/renewal requires IRS or CAGE re-validation, it will take 3-5 business days for it to become active and replace your previous registration.

How do I get more information? Take a look at the SAM User Guide.



Go to Our Website: [www.sam.gov](http://www.sam.gov)



Contact the SAM Help Desk: [www.fsd.gov](http://www.fsd.gov)

# APPENDIX D

## ETHICS

### SKILLS: ETHICS



When an individual working for or with the public housing agency (PHA) has interests that could shape his or her decisions, there is a conflict of interest. Identifying these circumstances is the first step toward preventing any impropriety that can result from this potential conflict.

The conflict of interest provisions of [2 CFR 200.317](#) through [2 CFR 200.326](#) apply to the procurement of property, services, and legal counsel by PHAs. Other important sources of information for PHA ethical guidelines include the [Procurement Handbook for Public Housing Agencies \(7460.8 rev-2\)](#); the ACC; the HAP Contract; and the PHA's internal bylaws, policies, and procedures (see box). Both federal and state laws apply to public housing agencies – and when the law varies, the strictest rule applies.

#### RESOURCES

Annual Contributions Contract (ACC)  
Procurement Restrictions: [ACC Section 19\(A\)\(D\)](#)  
Nepotism: [ACC Section 19\(B\)](#)  
Moderate Rehabilitation Program: [ACC Section 218](#)

Federal Law  
Conflict of Interest: [24 CFR 982.161](#)  
Procurement Restrictions: [2 CFR 200.318\(c\)](#)  
Resident Council Officers: [24 CFR 964.145](#)  
Mixed Finance: [24 CFR 905.604](#)

Housing Assistance Payment (HAP) Contract  
Conflict of Interest: [Section 8 HAP Contract, Part B, Section 13](#)  
Moderate Rehabilitation: [Section 8 HAP Contract](#)  
Project-Based Assistance: [Section 8 HAP Contract](#)

### Conflict of Interest

Ensuring that your public housing agency is ethically run is one of your core responsibilities as a board member. Any conflicts of interest must be disclosed to the PHA and to HUD, who may waive conflicts of interest for good cause.

#### Procurement and Housing Choice Voucher Administration

PHA employees or representatives may not participate in the selection or administration of a contract supported by federal funds, including Housing Choice Voucher tenant-based programs, if that person:

- Will also be awarded the contract
- Is any member of the immediate family of the awardee
- Is the partner of the awardee
- Is an organization that employs or is about to employ any of the above individuals
- Has financial interest in the firm selected (real or apparent)
- Is a public official, member of the state or local government body, or in the immediate family of a public official or member of the state or local government body, who exercise functions or responsibilities regarding the PHA
- Is a member of the U.S. Congress

### **Nepotism**

PHAs may not hire employees in connection with a project under the ACC if the prospective employee is an immediate family member of:

- A present or former member or officer of the governing body of the PHA
- An employee of the PHA who makes policy or influences decisions
- A public official, member of local governing body, or state or local legislator who exercises functions or responsibilities with respect to projects or the PHA

### **Housing Choice Voucher Program Integrity Issues**

PHAs with Housing Choice Voucher programs must ensure that landlords, participants, and staff all behave with integrity. Unethical behavior examples are included below.

#### **Landlords**

- Requiring side payments of participants
- Misrepresentation of ownership
- Owner living in an assisted unit
- Owner receiving housing assistance payment (HAP) after the tenant family has vacated
- Requiring that the tenant pays utilities included in the rent
- Attempting to evict the tenant for unpaid HAP
- Attempting to bribe PHA staff

#### **Participants**

- Non-disclosure of income
- Non-disclosure of household members
- Not using the unit as prime residence

#### **PHA Staff**

- HAP paid to phony landlord accounts
- Waiting list fraud
- Inspectors seeking/taking bribes to pass units

#### **What should you do if you suspect unethical behavior?**

- Review your agency's bylaws to better understand how they guide unethical behavior.
- Contact the PHA's legal counsel.
- Do not contact the suspected individual.
- Observe strict confidentiality.

### **Procurement**

See your section resource, **Procurement Practices at Public Housing Agencies**, for more information about procurement practices at PHAs. In summary, concepts that should guide procurement at your PHA include:

- Full and open competition is key.
- Reasonable price must be determined by performing a price/cost analysis.
- Responsive and responsible bidders should be selected.
- Contract files must be documented.
- Contract compliance must be ensured.



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# APPENDIX E

## Financial Red Flags

**Be aware – Preventing financial Abuse and Overruns**

**Potential “Red Flags”**

- Ineligible or unsupported costs
- Negative cash flow
- Poor or improper procurement practices
- Inadequate accounting records
- Unusual expenses or payments
- Excess travel
- Reported financial data not in agreement with books
- Funding used for unapproved activities

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# APPENDIX F

## Key Management and Operation Areas

**The new Executive Director should review the following:**

1. Board Minutes -2 years
2. Audit - Fiscal
3. Energy Audit
4. OIG Audit (if applicable)
5. Voluntary Compliance Agreement (if applicable)
6. Declaration of Trust
7. Cooperation Agreement
8. Physical Needs Assessment
9. 504 Accessibility Standards & 5% & 2% requirements
10. REAC inspections
11. 5 Year and Annual PHA Plan (Compliance PHA Certifications)
12. 5 Year Action Plan and Annual EPIC CFP
13. Operating Budget/HCV budget
14. All PHA policies for potential updates
15. List all contracts(admin/technical/construction)
16. Residents' comments/requests
17. Software/Hardware Needs
18. HUD Repositioning Plans (if applicable)
19. Non-Profit Relationships (if applicable)
20. WAHAOnline.org – Wisconsin Association of Housing Authorities (sample policies, PHA info)

# APPENDIX G

## Assessment

New Executive Director/ Public Housing Authority  
 Staff Assessment Training or Information Needs  
WI Code & PHA Name

As the Milwaukee Office of Public Housing welcomes you, we encourage you to gain a wealth of information and learning opportunities.

The following assessment chart below should be briefly answered by choosing one of the following:

*B- Beginner, A- Advanced, or N/I- Not interested.*

The Milwaukee Public Housing Field Office can better assist your PHA needs and maintain our customer service goals.

Please let our office understand your needs for the following topics:

	B	A	N/I
Declaration of Trust/ Cooperation Agreement			
Lead Base Paint Records			
Procurement			
Tenant Files Management/PII/Privacy Act			
Record Retention			
Cash Management /Internal Controls			
Financial assessment: General Depository Agreement, bank accounts, petty cash, LOCCS etc.			
PHA Policies/HCV Administrative Plan			
PHA Plan – 24 CFR 903			
CFP Action Plan/EPIC 24 CFR 905			
PH Occupancy/ HCV Utilization			
Maintaining Waiting lists			
Calculation of PH & HCV Rent			
SEMAP			
HCV Two Year Tool			
Systems (Secure Systems - WASS ID, LOCCS, PIC, EIV, VMS)			
Section 3			
Repositioning			
Operating Portal			

---

# APPENDIX H:

## Training Opportunities & Information

PIH One Stop:

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/post](https://www.hud.gov/program_offices/public_indian_housing/post)

HUD Exchange Link Directly to our Trainings: <https://www.hudexchange.info/programs/public-housing/>

HCV Webinars and Trainings:

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/programs/hcv/program\\_trainings\\_and\\_resources](https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/program_trainings_and_resources)

HCV Guidebook:

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/programs/hcv/guidebook](https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/guidebook)

PH Occupancy Guidebook:

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/programs/ph/mod/guidebook](https://www.hud.gov/program_offices/public_indian_housing/programs/ph/mod/guidebook)

CFP Guidebook: <https://www.hud.gov/sites/documents/CAPITALFUNDGUIDEBOOKFINAL.PDF>

HUD U-Tube Videos:

<https://www.youtube.com/user/hudchannel>

Wisconsin Association of Housing Authorities, (WAHA): [www.wahaonline.org](http://www.wahaonline.org)

**Spring and Fall Workshops**

## Industry Professional Training

HUD Forms & Notices

[https://www.hud.gov/program\\_offices/administration/hudclips](https://www.hud.gov/program_offices/administration/hudclips)

Calendar - Due Dates

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/post/calendar](https://www.hud.gov/program_offices/public_indian_housing/post/calendar)

# APPENDIX I

## PASS Tutorial & NSPIRE Training Tips

There is a known [error](#) in PASS where you can perform an EHS search by PHA code. **The only way to perform an EHS search is by inspection ID.**

Below is a tutorial on how to go about collecting this information and commenting on EHS deficiencies. You can retrieve the inspection ID by going to PHAS Details and searching for the latest inspection, or you can pull it from the inspection report that was sent to you.

U.S. Department of Housing and Urban Development  
Physical Assessment Subsystem (PASS)

**PHAS Details - Search**

PHA Code: w226 \* [PHA Lookup](#)

Year: 2022

Note: \* - Indicates mandatory field.  
- This listing only reflects inspections captured in RAPID.

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Washington DC 20410  
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[Privacy Policy](#)

You can see the Inspection ID in this window.

U.S. Department of Housing and Urban Development  
Physical Assessment Subsystem (PASS)

**PHAS Details - Physical**

[Print Version](#)

PHA Code: W1226      FYE: 03/31/2022

PHA Name: Lincoln County Housing Authority

PHA Size: Small      Current Designation: -

Total Projects: 1      Total Released: 1

Verified: 0      Verified Unsuccessful: 0

Uninspectable: 0

Released to NASS: Yes      Inspection Refusal: 0

One record found.

Insp. ID	Inspection Release Date	Dev. #/Name	RAD Indicator	Unit Count	100 Point Score	40 Point Score	IED	Reason	Photo Link	Original Fiscal Year
670716	06/01/2022	W1226000001 SOMO COURT APTS	No	20	83c	33.2	-	Initial	<a href="#">Photo</a>	2022

Export option(s): [Excel](#)

Note: FYE - Fiscal Year End, IFD - Ideal Future Date  
Legend: Insp. ID - Inspection ID, Dev. # - Development #

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Using the previous found Inspection ID, you can search for EHS deficiencies

U.S. Department of Housing and Urban Development  
Physical Assessment Subsystem (PASS)

### EHS - Search

Use the [legacy EHS module](#) to access DCD 2.3 Inspections.

**Basic Filters**

Type: PH  Status:

PHA Code:  [PHA Lookup](#)

Inspection ID: 670716  Inspection Date:

Property ID/Dev #:  State:

**Advanced Filters**

Inspection ID: From  To

Inspection Date: From  To

Note: Any value in the advanced filter section would supersede corresponding values in the basic filter section  
Legend: PH - Public Housing, MF - Multi-Family

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Once you have an EHS search result, you can click on the inspection ID to look at the details of the deficiencies.

U.S. Department of Housing and Urban Development  
Physical Assessment Subsystem (PASS)

### EHS Results

[Print Version](#)

One record found.

Inspection ID	Property ID/Dev #	Property Name	State	PHA Code	Inspection Date	EHS Defect Count	Status	Alert	Photo Link
<a href="#">670716</a>	WI226000001	SOMO COURT APTS	WI	WI226	05/23/2022	1	<span style="color: red;">■</span>	-	<a href="#">Photos</a>

Export option(s): [Excel](#)

Note: ■ - User Reply Pending, ■ - HUD Review Pending, ■ - Review Completed, ■ - Past Report Deadline.  
Legend: Dev # - Development #

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To respond/comment on the deficiency, click the Defects tab.

U.S. Department of Housing and Urban Development  
Physical Assessment Subsystem (PASS)

**Exigent Health & Safety (EHS) Details** [Print Version](#)

**Summary** | **Defects**

**Inspection Details**

Inspection ID: 670716      Inspection Date: 05/23/2022  
 Inspection Time:      Upload Date:        
 Property ID: WI226000001      Procurement Type: Reverse Auction Program  
 Property Name: SOMO COURT APTS  
 Reports - [EHS](#)

**Property Address**

**Property Contact**

**EHS Defects Summary**

Area	EHS Defect Count	User Response	Responses Pending	Reviewed	Review Pending
Site	0	0	0	0	0
Building Exterior	0	0	0	0	0
Building Systems	0	0	0	0	0
Common Areas	0	0	0	0	0
Units	1	1	0	0	1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>

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Then click on the individual defect.

U.S. Department of Housing and Urban Development  
Physical Assessment Subsystem (PASS)

**Exigent Health & Safety (EHS) Details** [Print Version](#)

**Summary** | **Defects**

**Defects Details**

Inspection ID: 670716

One record found.

Area	Building #	Unit #	Defect	Mitigation
Unit	1	4	Unit - Missing/Broken Cover Plates (Outlets/Switches)	Mitigated

Export option(s): [Excel](#)

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Finally, you can add your action and comments.


U.S. Department of Housing and Urban Development  
Physical Assessment Subsystem (PASS)

**Exigent Health & Safety (EHS) Details** [Print Version](#)

**EHS Defect Details**

Inspection ID: 670716  
 Area: Unit Building # 1 Unit # 4  
 Item: Outlets/Switches Location: BEDRM  
 Defect Name: Unit - Missing/Broken Cover Plates (Outlets/Switches)  
 Defect Recorded Date: 05/23/2022 Reported Date: 05/26/2022  
 Mitigation Date: 05/23/2022 Mitigation Late: No  
 Inspector Comment: miss receipt cover

**Outlets/Switches : Unit - Missing/Broken Cover Plates (Outlets/Switches)**

Report Date: 06/01/2022  
 Action:  \*  
 Action Comment:  \*   
 Action Date: 06/01/2022  \*  
 Review Type:  Onsite  Offsite \*  
 [Save] [Cancel]

Note: For Review Type Off-Site, please enter the documentation by the PHA/POA in action comment field.

**History**

One record found.

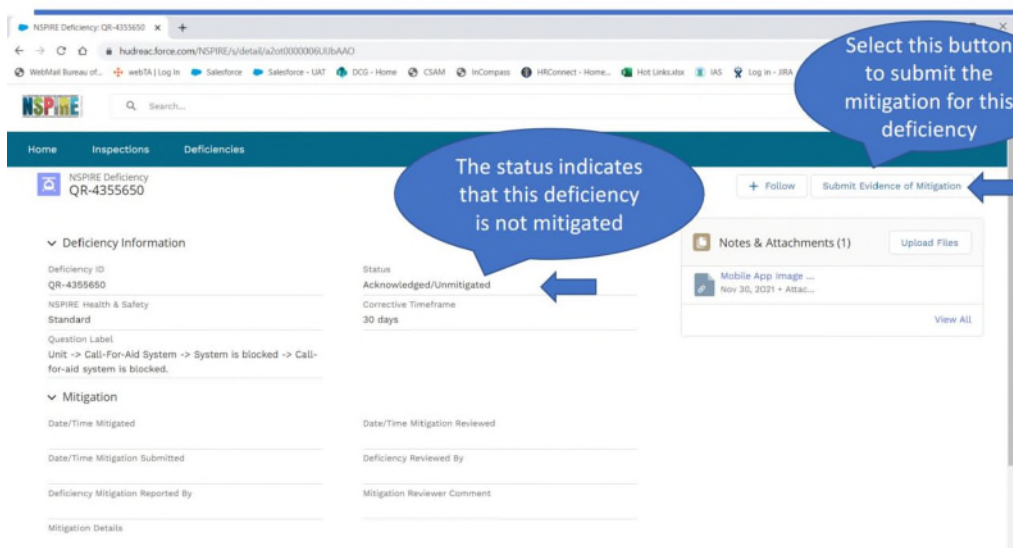
Report Date	Action Date	Action	Comments	User
05/26/2022	05/23/2022	Mitigation	The electrical cover plate was installed in the bedroom of unit #4 on 5/23/22	MJG461

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 Contact: [Technical Assistance Center \(TAC\)](#) [Privacy Policy](#)

# HOW TO UPDATE A DEFICIENCY IN NSPIRE

## Deficiency Detail



NSPIRE Deficiency QR-4355650

Home Inspections Deficiencies

NSPIRE Deficiency QR-4355650

Deficiency Information

Deficiency ID: QR-4355650  
 NSPIRE Health & Safety Standard  
 Question Label: Unit -> Call-For-Aid System -> System is blocked -> Call-for-aid system is blocked.

Mitigation

Date/Time Mitigated: \_\_\_\_\_ Date/Time Mitigation Reviewed: \_\_\_\_\_  
 Date/Time Mitigation Submitted: \_\_\_\_\_ Deficiency Reviewed By: \_\_\_\_\_  
 Deficiency Mitigation Reported By: \_\_\_\_\_ Mitigation Reviewer Comment: \_\_\_\_\_  
 Mitigation Details: \_\_\_\_\_

Status: Acknowledged/Unmitigated  
 Corrective Timeframe: 30 days

Notes & Attachments (1) Upload Files  
 Mobile App Image ... Nov 30, 2021 + Attac... View All

Follow Submit Evidence of Mitigation

Select this button to submit the mitigation for this deficiency

The status indicates that this deficiency is not mitigated





# Submit Evidence of Mitigation

\*Date/Time Mitigated  
Nov 30, 2021 3:39 PM

\*Mitigation Details  
Fixed and tested the outlet. Everything is working.

Evidence of Mitigation (REQUIRED)  
Upload Files Or drop files

Next

Be sure to provide a comment and upload proof of mitigation



# Uploading Picture

Upload Files

outlet.jpg  
15 KB

1 of 1 file uploaded

Done

Hit "Done" when the upload is complete



# Submit Evidence of Mitigation

NSPIRE Deficiency: QR-4355650 x Deficiency - Resolution Screen F... x +

hudreac.force.com/NSPIRE/flow/Deficiency\_Resolution\_Screen\_Flow?DeficiencyId=a2ot0000006UIIb&retURL=a2ot0000006UIIb

WebMail Bureau of... webTA | Log In Salesforce Salesforce - UAT DCG - Home CSAM InCompass HRCConnect - Home... Hot Links.xlsx IAS Log in - JIRA NSPIRE - Home Reading list

\* Date/Time Mitigated  
Nov 30, 2021 3:39 PM

\* Mitigation Details  
Fixed and tested the outlet. Everything is working.

Evidence of Mitigation (REQUIRED)  
Upload Files Or drop files

Next

Hit "Next" when done



# Deficiency Detail

NSPIRE Deficiency: QR-4355650 x NSPIRE Deficiency: QR-4355650 x +

hudreac.force.com/NSPIRE/s/detail/a2ot0000006UIIb

WebMail Bureau of... webTA | Log In Salesforce Salesforce - UAT DCG - Home CSAM InCompass HRCConnect - Home... Hot Links.xlsx IAS Log in - JIRA NSPIRE - Home Reading list

NSPIRE Search... greg.jacksonstest

Home Inspections Deficiencies

NSPIRE Deficiency QR-4355650 + Follow Submit Evidence of Mitigation

Deficiency Information

Deficiency ID: QR-4355650

Status: Evidence of Mitigation Submitted

NSPIRE Health & Safety Standard

Corrective Timeframe: 30 days

Question Label: Unit -> Call-For-Aid System -> System is blocked -> Call-for-aid system is blocked.

Mitigation

Date/Time Mitigated: 11/30/2021 3:39 PM

Date/Time Mitigation Reviewed

Date/Time Mitigation Submitted: 11/30/2021 3:41 PM

Deficiency Reviewed By

Deficiency Mitigation Reported By: Greg Jackson

Mitigation Reported By: Greg Jackson

Mitigation Details: Fixed and tested the outlet. Everything is working.

Notes & Attachments (2) Upload Files

outlet Nov 30, 2021 • 15KB... Mobile App Image ... Nov 30, 2021 • Attac... View All

The "Status" field is updated

Attachment uploaded here

Your comments are added here

---

# APPENDIX J

## GENERAL PHA INFORMATION

### PHA DETAILS SHEET

PHA NAME: \_\_\_\_\_

PHA CODE: WI \_\_\_\_\_

PHA FISCAL YEAR: \_\_\_\_\_

PHA UNITS: \_\_\_\_\_ Public Housing Units

- RAD \_\_\_\_\_

\_\_\_\_\_ Section 8 Units

- Project Based \_\_\_\_\_
- Enhanced Vouchers \_\_\_\_\_

\_\_\_\_\_ Special Voucher Units (if applicable)

- Veteran's Affairs Supportive Housing (VASH) \_\_\_\_\_
- Mainstream (MS) \_\_\_\_\_
- Near Elderly Disabled (NED) \_\_\_\_\_
- Family Unification Program (FUP) \_\_\_\_\_
- Foster Youth Initiative (FYI) \_\_\_\_\_

\_\_\_\_\_ Emergency Housing Vouchers

#### PHA Funding:

Operating Fund Program (PH): \$ \_\_\_\_\_

Capital Fund Program (PH): \$ \_\_\_\_\_

Section 8 Program (HCV): \$ \_\_\_\_\_

#### PHA FEE ACCOUNTANT INFORMATION: (if applicable)

Accountant Name \_\_\_\_\_

Street Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Phone Number \_\_\_\_\_

Email \_\_\_\_\_

**NOTE: The fee accountant is a PHA Contractor, and it is important for you to establish communication with them right away to determine any requirements they may have for you.**

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# APPENDIX K: RESOURCES (A-Z)

## **Calendar of Due Dates:**

[Calendar of Due Dates | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

## **Conflict of Interest (Ethics):**

[Wisconsin Office of Inspector General](#)

[Skills: Ethics \(hudexchange.info\)](#)

[Lead the Way: PHA Governance and Financial Management - A Training for Board Members - HUD Exchange](#)

## **UEI – Unique Entity Identifier and SAM – System for Award Management:**

[SAM.gov | Duns - Sam UEI](#)

<https://fsd.gov/>

<https://www.hud.gov/sites/documents/GUIDECCR-SAMREG.PDF>

## **eLOCCS (electronic Line of Credit Control System):**

[HUD-27054E eLOCCS Access Authorization Form](#)

[eLOCCS Registration Guide](#)

[eLOCCS Getting Started Guide](#)

[LOCCS Access Guidelines for Grantees | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

## **EPIC (Energy Performance Information Center):**

[HUD Portal-Password Services](#)

[The Energy Performance Information Center | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[EPIC User Manual for the Activity Planning Module \(2021\)](#)

[Creating and Submitting a P and E Report \(2020\)](#)

[Document Management Center Quick Reference Guide \(2021\)](#)

[Capital Fund Planning Video](#)

[Document Management Center Quick Reference Video](#)

[EPIC Reporting Instructions PIH Notice 2020-07](#)

[PIH Notice 2016-21](#)

[The Energy and Performance Information Center \(EPIC\)](#)

## **EIV (Enterprise Income Verification):**

[HUD-52676.pdf](#)

[EIV instructions 52676I.pdf \(HUD.gov\)](#)

[Cyber Awareness Challenge - Public Training](#)

<https://www.youtube.com/watch?v=EK8o5DoZpM8>

<https://www.youtube.com/watch?v=fWWxp5E51nI>

<https://www.youtube.com/watch?v=cMeQpUXAQQ8>

[PIH-REAC Online Systems | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

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

[Public and Indian Housing | HUD.gov / Enterprise Income Verification System \(EIV\)](#)

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## **Finance and FASS PH – Financial Assessment of Public Housing:**

[Financial Assessment of Public Housing Agencies | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[FASS PH System Information | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[HUD Financial Management Training | HUD PHA Financial Management Training \(hudexchange.info\)](#)

## **GrantSolutions:**

["Grantee Account Form"](#)

<https://www.grantsolutions.gov/gsrstatic/registration/initiate-request>

<https://www.grantsolutions.gov/portal/public/forgotpassword>

[Log in to Grantsolutions](#)

## **HEROS – HUD Environmental Review Online System:**

[HEROS Online Access Request Form](#)

[New HEROS Quick Guide Available: Completing a HEROS Access Form Request - HUD Exchange](#)

<https://heros.hud.gov/heros/>

[HEROS: HUD Environmental Review Online System - HUD Exchange](#)

## **HUD Exchange:**

[Welcome to HUD Exchange - HUD Exchange](#)

## **HUD Field Office Director Contact Information:**

Shirley Wong, [Shirley.Wong@hud.gov](mailto:Shirley.Wong@hud.gov) (414) 935-6729

## **HUD Field Office Supervisory Management Analyst Contact Information:**

Scott Koegler, [Scott.C.Koegler@hud.gov](mailto:Scott.C.Koegler@hud.gov) (414) 935-6732

## **HUD Portfolio Management Specialist List of Subject Matter Experts:**

- Secure Systems/WASS: please contact REAC TAC at 1-888-245-4860.
- PIC: please contact both Dee Schultz at [Diana.L.Schultz@hud.gov](mailto:Diana.L.Schultz@hud.gov) or Pooja Dhaliwal at [Pooja.Dhaliwal@hud.gov](mailto:Pooja.Dhaliwal@hud.gov)
- FSS & ROSS Grants: contact Dee Schultz at [Diana.L.Schultz@hud.gov](mailto:Diana.L.Schultz@hud.gov)
- EIV: contact both Sally Czarnecki, [Sally.Czarnecki@hud.gov](mailto:Sally.Czarnecki@hud.gov) and Luke Radomski at [Luke.B.Radomski@hud.gov](mailto:Luke.B.Radomski@hud.gov) or backup Aza Knanga [Aza.Knanga@hud.gov](mailto:Aza.Knanga@hud.gov)
- EHV & Homelessness: contact Luke Radomski at [Luke.B.Radomski@hud.gov](mailto:Luke.B.Radomski@hud.gov)
- Mainstream Vouchers: contact Angela Schultz at [Angela.J.Schultz@hud.gov](mailto:Angela.J.Schultz@hud.gov)
- SEMAP: contact Sally Czarnecki at [Sally.Czarnecki@hud.gov](mailto:Sally.Czarnecki@hud.gov)
- Audit Support, OpFund FASS: contact Eric Hau at [Eric.A.Hau@hud.gov](mailto:Eric.A.Hau@hud.gov) or Thomas Clark at [Thomas.E.Clark@hud.gov](mailto:Thomas.E.Clark@hud.gov)
- Finance, Procurement, CARES Act & PHOCAF: contact Eric Hau at [Eric.A.Hau@hud.gov](mailto:Eric.A.Hau@hud.gov)
- Section 3: contact Thomas Clark at [Thomas.E.Clark@hud.gov](mailto:Thomas.E.Clark@hud.gov)
- Disaster Readiness and Environmental Review questions: contact Matthew Hughes at [Matthew.D.Hughes@hud.gov](mailto:Matthew.D.Hughes@hud.gov)

- 
- PHA Monthly Meeting suggestions, VASH and LOCCS/eLOCCS please contact Richard Beatty at [Richard.K.Beatty@hud.gov](mailto:Richard.K.Beatty@hud.gov)
  - Secure Systems, RAD and Repositioning, please contact Scott Koegler at [Scott.C.Koegler@hud.gov](mailto:Scott.C.Koegler@hud.gov)

**HUD Mailing Lists:**

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

**HUDCLIPS – HUD's Client Information Policy Systems:**

[HUD's Client Information Policy Systems \(HUDCLIPS\)](#)

**Lead the Way – PHA Governance and Financial Management Training:**

[Lead the Way: PHA Governance and Financial Management - A Training for Board Members - HUD Exchange](#)

**Operating Fund Web Portal:**

[PIH-REAC Online Systems | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[Operating Fund Web Portal | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

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

[Public Housing Programs - HUD | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**PHA Plans:**

[Public Housing Agency \(PHA\) Plans - HUD | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[Public Housing Agency \(PHA\) Plans - HUD | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**PHAS or NASS-PHAS (Integrated Assessment Subsystem – Public Housing Assessment System):**

[Public Housing Assessment System Training: Improving PHA Performance - HUD Exchange](#)

[Public Housing Assessment System Interim Rule | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**PIC or IMS/PIC (Information Management System/PIH Information Center):**

[Inventory Management System \(IMS\)/PIH Information Center \(PIC\) | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[IMS/PIC User Manuals - PIH - HUD | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**PIH One-Stop Tool (POST):**

[PIH One-Stop Tool for PHAs | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**PIH Programs, Regulations, and Notices:**

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

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[Notices, Rules and Regulations - Public and Indian Housing | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[Public and Indian Housing Handbooks | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[Code of Federal Regulations Applicable to Programs Administered by PIH | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**Procurement:**

[HUD Financial Management Training | HUD PHA Financial Management Training \(hudexchange.info\)](#)

**Public Housing Resident Organizing and Participation Toolkit:**

[Public Housing Resident Toolkit: Overview and Common Terms - HUD Exchange](#)

**Secure Systems:**

[PIH-REAC Online Systems | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[Secure Connection Registration User Guide](#)

[Frequently Asked System Questions](#)

**SEMAP – Section Eight Management Assessment Program:**

[Form HUD-52648](#)

[SEMAP Fact Sheet](#)

[Section 8 Management Assessment Program \(SEMAP\) - HUD | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

**VMS – Voucher Management System:**

[PIH-REAC Online Systems | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[VMS User's Manual.PDF \(HUD.gov\)](#)

[HCV Finance: VMS and Cash Management Training - HUD Exchange](#)

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

[FMC - Notices | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

# APPENDIX L

## Where to find answers to your questions

Executive Directors are faced with a multitude of questions. Questions come from staff, tenants, and other outside sources. Executive Directors don't necessarily have all the answers in mind however, if you know where to look, there is a wealth of knowledge to lead you to the answers you are looking for.

The first place to look is in the PIH Specific Regs (i.e. 24 CFR), where you can find a wealth of knowledge to help you and others: [Code of Federal Regulations Title 24](https://www.ecfr.gov/current/title-24/subtitle-B/chapter-IX)

https://www.ecfr.gov/current/title-24/subtitle-B/chapter-IX

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- ▼ Title 24 Housing and Urban Development Part / Section
- ▼ Subtitle B Regulations Relating to Housing and Urban Development 100 – 4199
- ▼ Chapter IX Office of Assistant Secretary for Public and Indian Housing, Department of Housing and Urban Development 900 – 1699
  - Parts 900-901 [Reserved]
  - ▶ Part 902 Public Housing Assessment System 902.1 – 902.83
  - ▶ Part 903 Public Housing Agency Plans 903.1 – 903.25
  - ▶ Part 904 Low Rent Housing Homeownership Opportunities 904.101 – 904.309
  - ▶ Part 905 The Public Housing Capital Fund Program 905.100 – 905.804
  - ▶ Part 906 Public Housing Homeownership Programs 906.1 – 906.49
  - ▶ Part 907 Substantial Default by a Public Housing Agency 907.1 – 907.7
  - ▶ Part 908 Electronic Transmission of Required Family Data for Public Housing, Indian Housing, and the Section 8 Rental Certificate, Rental Voucher, and Moderate Rehabilitation Programs 908.101 – 908.112
  - ▶ Part 943 Public Housing Agency Consortia and Joint Ventures 943.100 – 943.151
  - ▶ Part 945 Designated Housing - Public Housing Designated for Occupancy by Disabled, Elderly, or Disabled and Elderly Families 945.101 – 945.303
  - ▶ Part 960 Admission to, and Occupancy of, Public Housing 960.101 – 960.707
  - ▶ Part 963 Public Housing - Contracting with Resident-Owned Businesses 963.1 – 963.12
  - ▶ Part 964 Tenant Participation and Tenant Opportunities in Public Housing 964.1 – 964.430
  - ▶ Part 965 PHA-Owned or Leased Projects - General Provisions 965.101 – 965.805
  - ▶ Part 966 Public Housing Lease and Grievance Procedure 966.1 – 966.57
  - ▶ Part 970 Public Housing Program - Demolition or Disposition of Public Housing Projects 970.1 – 970.35
  - ▶ Part 971 Assessment of the Reasonable Revitalization Potential of Certain Public Housing Required by Law 971.1 – 971.13
  - ▶ Part 972 Conversion of Public Housing to Tenant-Based Assistance 972.100 – 972.239
  - ▶ Part 982 Section 8 Tenant-Based Assistance: Housing Choice Voucher Program 982.1 – 982.643
  - ▶ Part 983 Project-Based Voucher (PBV) Program 983.1 – 983.354
  - ▶ Part 984 Section 8 and Public Housing Family Self-Sufficiency Program 984.101 – 984.401
  - ▶ Part 985 Section 8 Management Assessment Program (SEMAP) 985.1 – 985.109
  - ▶ Part 990 The Public Housing Operating Fund Program 990.100 – 990.325
  - ▶ Part 1000 Native American Housing Activities 1000.1 – 1000.558
  - Parts 1001-1002 [Reserved]
  - ▶ Part 1003 Community Development Block Grants for Indian Tribes and Alaska Native Villages 1003.1 – 1003.703
  - Part 1004 [Reserved]
  - ▶ Part 1005 Loan Guarantees for Indian Housing 1005.101 – 1005.120
  - ▶ Part 1006 Native Hawaiian Housing Block Grant Program 1006.1 – 1006.440
  - ▶ Part 1007 Section 184A Loan Guarantees for Native Hawaiian Housing 1007.1 – 1007.80
  - Parts 1008-1699 [Reserved]

ECFR CONTENT

Another great resource is the Uniform Administrative requirements: [eCFR :: 2 CFR Part 200 -- Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards](https://www.ecfr.gov/current/title-24/subtitle-B/chapter-IX)



https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200

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**Title 2**

Displaying title 2, up to date as of 2/01/2023. Title 2 was last amended 11/07/2022. [view historical versions](#)

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    - § 200.113 Mandatory disclosures.
  - ▼ **Subpart C** Pre-Federal Award Requirements and Contents of Federal Awards 200.200 – 200.216

If you're not able to find your answers in Regulation, the next best place to look is in PIH Notices: [Notices, Rules and Regulations - Public and Indian Housing | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

Sometimes it takes some digging to find the most recent notice relating to any key word search you do. It may be helpful to google search the key words you are looking for to find a related PIH Notice that relates. At which point, you can back track into more recent PIH Notice years, looking for the same types of titles of the one you located in google.

If you're still stuck, the next best avenue is to investigate the Housing Choice Voucher or Public Housing Guidebooks depending on the direction of your question:

[Public and Indian Housing Handbooks | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

And finally, look through the PIH Site Index at the PIH One Stop (POST) [PIH One-Stop Tool for PHAs | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

If all else fails, contact your assigned Portfolio Management Specialist to help you find your way.