

*** Practical Points ***

May 2010

From

PMCS-ICAP

& PAWA House Service Bureau

Services and Solutions for Properties of All Sizes

EIV Has Been Unavailable

HUD had announced that, due to technical problems, EIV would not be available between April 19 and April 26. However, the system continued to be down throughout the rest of April and into May.

HUD will let us all know when EIV is not available – and when it will be back up – though the RHIP Listserv, which is available free and comes via email.

So what do you do about HUD's requirement to use EIV Income and Income Discrepancy Reports for all recerts? The Listserv's Revised Message #219 instructs sites to proceed with recerts, and do third party verifications. It also suggests that sites document tenant files that are missing EIV data due to the system being down. Acceptable documentation includes a copy of the RHIP Listserv message in the tenant file. You can get a copy of Revised #219 from: <http://www.hud.gov/offices/hsg/mfh/rhip/mfhrhip.cfm>

We strongly suggest that you sign up for HUD's RHIP Listserv announcements. You may do so by clicking on the following link: <http://www.hud.gov/subscribe/maillinglist.cfm>.

REAC Tightens Up TRACS Security

Special Notice: On May 1, 2010, REAC posted a notice that the release of the automated Rules of Behavior has been delayed. They do not expect the delay to last more than 7 days. An announcement will be posted when the release date has been confirmed.

The next time you log into TRACS and/or iMAX on HUD's Secure Systems, you're going to be presented with some new items you haven't seen before. HUD is implementing a TRACS Rules of Behavior (ROB) and TRACS Security Awareness Training Questionnaire (SATQ) for TRACS Coordinators and Users. Their goal is to protect tenant information by implementing maximum security.

Who is Required to Accept the ROB and Pass the SATQ?	ROB Available Date(s)	Deadline	SATQ Completion Date
Coordinators/Users Transmitting TRACS files through Secure Systems	May 1, 2010	Immediate	Within 30 days of accepting the ROB
Coordinators/Users Reviewing TRACS Queries on Secure Systems	July 1, 2010	July 3, 2010	Within 30 days of accepting the ROB
Coordinators/Users Transmitting TRACS files through on-site software	May 1, 2010	Sept. 3, 2010*	Within 30 days of accepting the ROB

***For those transmitting TRACS files through on-site software - if you have not accepted the ROB by September 3, 2010, you will no longer be able to transmit TRACS files from your software.**

Please Note:

- If you have already accepted the Rules of Behavior in iMAX, you will not need to in TRACS.
- The ROB and SATQ will need to be completed once a year.

HUD Ideas in Action – Your Voice Will Be Heard!

HUD Ideas in Action is a website designed for members of the housing community (as well as HUD employees) to chime in and/or vote on ideas submitted by other readers. These ideas correspond with the specific categories HUD has posted on the website. There are a total of 7 categories, 4 of which are brand new! Your creative ideas are strongly encouraged, and may even be accepted for a closer look by HUD reviewers!

What are these categories?! How do I post an idea? What does it mean to vote on an idea?

Recently, HUD wanted feedback from readers on their FY 2010-2015 Strategic Plan. According to the website, the Strategic Plan is an outline of what they can do to strengthen their relationship with you, your residents, as well as HUD employees and industry partners, over the next 5 years. Readers were able to post their ideas on what they would like to see added to the Strategic Plan. Once an idea is posted, other readers can vote on it if they feel strongly about what the poster has said.

Though HUD action is not guaranteed on every suggestion, we *are* seeing results! Here is an example of an idea that was posted by a reader, voted on by other readers, then reviewed and responded to by HUD: the reader contributed the idea that HUD should provide funding for affordable housing or a “cohousing community” where residents with large families can live together under one roof. He/she then elaborated to say that the support of family is crucial to the wellness of individuals and often overlooked, as families are usually separated from one another. HUD responded by providing information the reader could review and see that HUD has experimented with the cohousing model. They mentioned that HUD programs already exist that provide community support services and other helpful programs for tenants. Lastly, they requested more detailed information from the reader on how this program would operate and where it would be most helpful.

HUD has released its FY 2010-2015 Strategic Plan and it is available for review here:

http://portal.hud.gov/portal/page/portal/HUD/program_offices/cfo/stratplan. View more information on this topic and several others by visiting: <http://hudideasinaction.uservoice.com>.

Your Contract Administrator (CA) May Change

Several years ago, HUD subcontracted out the administration of all Section 8 programs. Contract Administrators can be Housing Authorities, State Housing Finance Agencies or private companies partnering with HAs or HFAs. HUD continues to administer all non-Section 8 programs.

There are two types of CAs: Traditional (TCA) and Performance-Based (PBCA). The first PBCA contract began in 2000. Now, HUD is putting all of the PBCA contracts up for re-bid in 2011. HUD will be asking for responses to an RFP (Request for Proposals), and Contract Administrators may be bidding on multiple states.

Watch for more information as the process moves forward.

EIV & You Brochure Available in Multiple Languages!

Explaining EIV to your tenants isn't easy - even in English! Well, we have some great news to pass along for those of you who have tenants whose first language is something *other* than English. HUD has published the required EIV & You Brochure in several other languages!

You can now find the EIV & You Brochure in the following languages: Amharic, Arabic, Armenian, Cambodian, Chinese, Farsi, French, Korean, Portuguese, Russian, Spanish, Tagalog, and Vietnamese.

You can find the EIV & You Brochure in English and the above-mentioned languages under “Other Publications” on the Multifamily RHIIP webpage by clicking here:

<http://www.hud.gov/offices/hsg/mfh/rhiip/mfhrhiip.cfm>

NEAHMA Live EIV Trainings in CT and MA... OPEN TO THE PUBLIC

Jeanette Claus, Director of PMCS, will be instructing TWO (2) EIV classes for NEAHMA in May.

These classes are available to the public, as well as to NEAHMA members.

Please visit www.neahma.org for registration information. We hope to see YOU there!

Class topics include:

EIV Requirements under the Final Rule, Timing and Flow of Data,
MOR Findings, How to Use EIV Reports,
EIV Case Studies and a Question & Answer Period

NEAHMA Public Class

EIV and Final Rule

Wednesday, May 12, 9:00 a.m. – 4:00 p.m. EST

Crown Plaza Hotel

Worcester, MA

NEAHMA Public Class

EIV and Final Rule

Thursday, May 13, 9:00 a.m. – 4:00 p.m. EST

Hawthorne Inn

Berlin, CT

Clip of the Month: The Mandatory Use of EIV Webcast

The Mandatory Use of EIV Final Rule.

The topic of this webcast was HUD Notice 10-08. If you missed the April 14th webcast, catch the archived version at: <http://portal.hud.gov/portal/page/portal/HUD/webcasts/archives/iv>.

You can also find the PowerPoint slides that accompanied the training in PDF format at:

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/training/eivusermandatorypresentation.pdf>.

Please note: the document is in black and white and is 80 pages in length.

What’s so special about HUD Notice 10-08? This is THE most current EIV information that HUD has posted. It’s critical for every EIV user to review this notice and become familiar with the latest EIV requirements. You can view the notice on HUDclips by clicking on this link:

http://portal.hud.gov/portal/page/portal/HUD/program_offices/administration/hudclips/notices/hsg.

Featured Service: Tenant Selection Plan

It’s Time to Update Your Tenant Selection Plan!

HUD Notice 10-08, published on April 13, 2010, provided guidance for the new changes in EIV and SSN documentation requirements, to be written in your Tenant Selection Plan. Finding the time to read the requirements, then make the required changes isn't easy! That's why PMCS has created a "do-it-yourself" Tenant Selection Plan template. We've included all HUD requirements, and highlighted the areas you'll need to customize. You can rest assured you're in compliance!

Contact PMCS at Solutions@pmcs-icap.com, 800-245-7627, or visit <http://www.pmcs-icap.com/pmcs-icap-tenant-selection-plans.html>. We'll be happy to discuss your specific needs, and provide a customized proposal.

Our goal is to keep you compliant by providing high quality services at affordable prices! Check out our services on the web at www.pmcs-icap.com. We can now accept your credit card payments via PayPal, so using our services is easier than ever before!

Upcoming Trainings

Highlights from Our Upcoming 2010 Telephone Seminars

Class Schedule and Registration Form Attached

Advanced EIV

NEW SEMINAR

You know the basics – now, how do you handle difficult situations?
We're including case studies, *your* questions & situations, and practical uses of EIV reports!

Thursday, May 20, 11:00AM - 12:30 PM EST

Wednesday, July 7, 3:00 PM - 4:30 PM EST

Final Rule/TRACS ROB Update

NEW SEMINAR

Learn about changes in SSN and EIV requirements in the 4/14/2010 HUD Notice 10-08
You'll also find out how to comply with the new Rules of Behavior (ROB) and TRACS Security Test.

Thursday, June 3, 3:00 PM - 4:30 PM EST

Thursday, July 8, 11:00 AM - 12:30 PM

Save Money – Save Time – Go **Green with our Audio Seminars**

Where you can find us:

Industry Achievement Dinner:

AHMA East Texas

25th Anniversary Celebration

Saturday, May 15, 5:00 p.m. – 9 p.m. CST

The Briar Club

Houston, TX

Trainings:

NEAHMA Workshop

EIV and Final Rule

Wednesday, May 12, 9:00 a.m. – 4:00 p.m. EST

Crown Plaza Hotel

Worcester, MA

NEAHMA Workshop

EIV and Final Rule

Thursday, May 13, 9:00 a.m. – 4:00 p.m. EST

**Hawthorne Inn
Berlin, CT**

Conferences:

JAHMA Spring Management Conference

Thursday, May 6 – Friday, May 7
Absecon, NJ

NC SAHMA State Meeting

Tuesday, May 25 – Thursday, May 27
Greensboro, NC

NAHMA Summer Meeting

Tuesday, June 22 – Saturday, June 26
New Orleans, LA

Real Page Conference

Sunday, July 25 – Tuesday, July 27
Las Vegas, NV

Tell us what you'd like to see!

We welcome your ideas for new class topics (or old topics you'd like to see again)! Have you looked for training on a topic... and didn't find it? Have you taken trainings with others that were on the wrong level - not basic enough, or not advanced enough? Send your suggestions to Matt Simon at solutions@pmcs-icap.com or call 1-800-245-7627 x1535. Our Spring/Summer 2010 Telephone Seminar schedule is available online at www.pmcs-icap.com/pmcs-icap-events.html.

Private Classes for Associations, Management Companies and Contract Administrators

We provide high-quality training for your members and staff. Any of our live or telephone classes can be customized to meet your specific needs. If you have a Conference or Educational Series coming up within the next year, consider bringing us in to conduct a full-day, half-day or 1-2 hour workshop session.

Questions about phone trainings?

Contact: Michelle Cimino at 800-245-7627 x1520 to request a schedule and registration form for Telephone Seminars, or email solutions@pmcs-icap.com.

QUIPS

“Challenges are what make life interesting; overcoming them is what makes life meaningful.”

-- Joshua J. Marine

For Further Information, Please Contact Us:

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Solutions You Can Count On