



Management Operations Indicator



PHMAP vs PHAS Management Operations Indicators

PHMAP Indicators

- Vacancy Rate & Unit Turnaround Time
- Modernization
- Rents Uncollected
- Work Orders
- Annual Inspection Of Units & Systems
- Security
- Financial Management
- Resident Services And Community Building

PHAS Indicator

- **Vacancy Rate & Unit Turnaround Time**
- **Modernization**
- **Rents Uncollected**
- **Work Orders**
- **Annual Inspection Of Units & Systems**
- **Security**



Management Operations

- **Uses six of the Current PHMAP Indicators**
 - Same Definitions And Exemptions
- **Differences**
 - PHMAP Resident Services And Community Building Indicator Is PHAS Indicator #4
 - PHMAP Financial Management Indicator Is Assessed Under PHAS Indicator #2, Financial Condition
 - Adjustment For Physical Condition And/Or Neighborhood Environment Is Made Under PHAS Indicator #1, Physical Condition
 - Modifications And Exclusions No Longer Apply Under PHAS
 - All PHAs Shall Certify To Sub-Indicator #2, Modernization
 - All PHAs Shall Certify To Sub-Indicator #6, Security



Management Sub-Indicators -Weights

- **Vacancy Rate And Unit Turnaround** **8 Points**
 - Vacancy Rate - 4.0
 - Unit Turnaround - 4.0

- **Modernization** **6 Points**
 - Unexpended Funds - 1.0
 - Timeliness Of Obligation - 1.5
 - Contract Administration - 1.0
 - Quality Of Physical Work - 2.0
 - Budget Controls - 0.5



Management Sub-Indicators - Weights

- **Rents Uncollected** **4 Points**
- **Work Orders** **4 Points**
 - Emergency Work Orders - 2.0
 - Non-Emergency Work Orders - 2.0
- **Annual Inspection Of Unit/Systems** **4 Points**
 - Inspection Of Unit - 2.0
 - Inspection Of Systems - 2.0



Management Sub-Indicators -Weights

- **Security** **4 Points**
 - Tracking/Reporting Crime - 1.0
 - Screening Applicants - 1.0
 - Lease Enforcement - 1.0
 - Grant Program Goals - 1.0



Management Sub-Indicators -Weights

- **Grade Values**
 - A - 1.0
 - B - 0.85
 - C - 0.70
 - D - 0.50
 - E - 0.30
 - F - 0.00



Management Sub-Indicators Score Calculation - Example

Vacancy Rate - Total Possible Points - 8

- **Component Vacancy Rate - 4**
- Grade = D
- $4 \times 0.50 = 2.0$
- **Component Unit Turnaround - 4**
- Grade = C
- $4 \times .70 = 2.8$
- **Total Score $2.0 + 2.8 = 4.8$ Total Points**



Data Collection

- **Management Operations:**

Electronic Submission To REAC 60 Days After
End Of PHA Fiscal Year

- **Late Submission:**

- 1 Point Deducted On Total PHAS Score For
Every 15 Day Period Late
- More Than 90 Days Late Results In A
Presumptive Failing Score



Score Adjustments

- The Management Operations Indicator Will Be Verified By An Independent Auditor Within Nine Months Of A PHA's Fiscal Year End
- If Differences Are Noted Between A PHA's Certification And Audited Data, The REAC Will Adjust The PHA's Management Operations Score; Thereby Resulting In The PHA's Overall PHAS Score Being Adjusted



Reporting Dates

PHA FYE	Management Operations Certification Due	PHAS Score Issued	Audited Information Due	Revised Indicator/PHAS Score Issued*
9/30/1999	11/30/1999	12/31/1999	6/30/2000	7/31/2000
12/31/1999	2/29/2000	4/30/2000	9/30/2000	10/31/2000
3/31/2000	5/31/2000	7/31/2000	12/31/2000	1/31/2001
6/30/2000	8/31/2000	10/31/2000	3/31/2001	4/30/2001
*If Applicable				